



TERMS & CONDITIONS

COURSE JOINING INSTRUCTIONS

On receipt of a signed booking form or written purchase order, we will email the Course Joining Instructions and a map showing directions to our centre. We cannot issue joining instructions or an invoice without a signed booking form or purchase order

PAYMENT

All accounts are payable in full prior to the start of any course. Course results will only be processed once full payment has been received, unless you are a credit account customer with agreed terms. Results are processed within 5 working days of the course end. Should the payment not be received by this date your results may not be processed and your course attendance would become obsolete. Payment can be made by debit/credit card, cash in person or bank transfer. **Please note that if paying by corporate credit card there is an additional % fee.**

CANCELLATION

You may cancel a scheduled course and be refunded all course fees provided more than 30 working days' notice (working days excludes all statutory bank holidays) is given. All cancellations must be received in writing and acknowledged by **First Advanced Construction Training Ltd**. Delegates may be substituted at any time up to course commencement. In the event of cancellation within the 30-day notice period, the following charges will be applied:

- More than 7 days to 30 days – 50% charges refundable
- Less than 7 days – full fees are payable [unless agreed at the discretion of the Director of Training]

In a situation where a course is run exclusively for a customer – at the FACT training centre, on a customer site or any other alternative venue – the same cancellation terms apply. Should you need or wish to cancel for any reason there is a 48-hour cooling off period, from the date these terms and conditions are issued, where no cancellation fees will be enforced.

If it is necessary for First Advanced Construction Training Ltd to cancel or reschedule a course, we will endeavour to give a minimum of 7 days' notice. In such circumstances a full refund or alternative dates will be available and all liability by First Advanced Construction Training Ltd will be limited to the value of the original course fee. If an attendee(s) should be unable to attend any day of our training courses, we will only accept extenuating circumstances for transfers and this will be at the discretion of First Advanced Construction Training Ltd as to what the transfer or additional charges will be. **Please note: extenuating circumstances does not include work-based issues such as work load or holidays. If a valid medical certificate is not provided for illness, then the candidate will need to attend the full course again and full fees will be payable.**

COURSE CONTENT

First Advanced Construction Training Ltd reserve the right to adjust the content of any course to reflect changes, new legislation or developments. All course material, content and visual aids belong to First Advanced Construction

Training Ltd and may not be reproduced in any form without the express written permission of First Advanced Construction Training Ltd

SAFETY

Course attendees shall observe the safety and security regulations in force at the premises where the training takes place.

LIABILITY

First Advanced Construction Training Ltd shall have no liability whatsoever whether in contract, tort, including negligence, breach of statutory duty or otherwise for any loss or damage suffered by a customer arising from, or connected with, errors in any course material or incorrect or incomplete instruction or tuition given at a course.

COMPLAINTS

Our aim is to completely satisfy all your training requirements and expectations, however we recognise that there may be times when you may not be totally happy with our service provision. If, in the unfortunate situation your needs have not been addressed correctly, we will treat your complaint seriously and professionally and would ask you to request our form – “how to make a complaint” which you can request in confidence from the Director of Training via phone or email

GOVERNING LAW

These terms and conditions shall be governed by and construed in all respects in accordance to English law.

GDPR & PRIVACY POLICY

Please see our Privacy Policy which is compliant with the General Data Protection Regulations and available on request