

ADL Health & Safety Terms and Conditions

General

Payment must be received before course begins, bookable via the website.

Materials and log in details (if relevant) will not be issued until payment is received. ADLHEALTHANDSAFETY LTD reserves the right to refuse admittance to the course until payment is received.

ADLHEALTHANDSAFETY LTD reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. This includes moving classroom courses to our online blended service where we are unable to reasonably provide a classroom environment. In the event of a course cancellation, bookings will normally be deferred to the next available course at the same venue unless the client specifically requests otherwise. If a booking is cancelled or deferred by the client, ADLHEALTHANDSAFETY LTD reserves the right to apply the below charges. These charges also apply to in-house training courses or consultancy services cancelled or deferred by the client.

Notice Given % of fee chargeable

More than 28 day- 0%

15-28 days - 50%

1-14 days- 75%

Cancellation/ Non-attendance without notice - 100%

In addition, ADLHEALTHANDSAFETY LTD reserves the right to charge a £30 administration fee for each cancellation/deferral. Telephone cancellations/deferrals can be accepted but have to be received 7 days prior to course commencement and should be confirmed immediately in writing (by post, fax or email). For cancellations/deferrals within 7 days preceding the course commencement date, ADLHEALTHANDSAFETY LTD reserve the right to pass on any such delegate fees that they incurred for each day of the course deferral.

Provisional bookings are not permitted. Bookings are confirmed once submitted and are subject to cancellation terms above.

Fees quoted are correct at time of publication, but ADLHEALTHANDSAFETY LTD reserves the right to alter fees at any time.

These terms shall be governed by and construed in accordance with the laws of England and shall be subject to the exclusive jurisdiction of the English court.

Consultancy Services

Any risk assessments conducted (if applicable) are general risk assessments required by the Management of Health & Safety at Work Regulations 1999. This does not include more specific risk assessments as required by other regulations, unless specified.

Telephone/email support (if applicable) covers any work that does not involve the physical travel to the client's site. If extra work on client's site is required, this will be charged at an agreed amount.

In the case of the telephone/email support contracts, the contract start date will be the date the client signs to accept the proposal.

Annual telephone/email support contracts will automatically renew on their anniversary. If the client does not wish to renew the contract, they must notify ADLHEALTHANDSAFETY LTD in writing at least 30 days prior to the end of the contract.

Classroom Courses

Whilst we will try to maintain ideal numbers of delegates to tutors, this is not always possible. The final decision on number of delegates per course is made by ADLHEALTHANDSAFETY LTD

ADLHEALTHANDSAFETY LTD reserves the right to deliver a course by using one or multiple trainers. Whilst the same trainer will always be used where possible, this is not always practical.

Course materials are kept under continuous review via rigorous quality procedures. ADLHEALTHANDSAFETY LTD cannot be held responsible for any omissions or errors in the course materials.

ADLHEALTHANDSAFETY LTD cannot be held responsible for unforeseen circumstances (including acts of God) that affect the running/delivery of a course. We will endeavour to work with our clients to resolve any such matter to the best of our ability.

ADLHEALTHANDSAFETY LTD

Whilst ADLHEALTHHANDSAFETY LTD its best to keep venues as listed on the website, Phoenix Health and Safety reserves the right to change the venue at any time. Delegates will be notified of any changes to the course venue.

Distance Learning

Materials are provided that are up to date at the time of booking. If materials are updated, free revisions can be provided. We will notify students of updates via email. The textbooks are from a third-party supplier, so any revisions to the syllabus will require updated textbooks to be purchased. We can provide these at cost price.

All fees are payable in advance. Course materials will not be sent until payment is received. Fees quoted are correct at time of publication. ADLHEALTHHANDSAFETY LTD reserves the right to alter fees at any time. Cancellations following a confirmed booking will be charged a £30 administration fee. Once materials are sent, refunds cannot be offered. Shipment of materials to non-UK addresses may incur an additional fee.

Support from the study support team is unlimited, however the onus is on the delegate to contact tutors when in need of assistance. This can be done via telephone, email, social media, Skype, etc.

In-House Training

For any courses that are to be provided on the client's premises, it is the responsibility of the client to provide the following:

A suitable training room, large enough for all attendees

Lunch and refreshments (if applicable)

A projector, flipchart and pens

Toilet and washing facilities