Woodbine Farm Business Centre, Truro Business Park
Truro, Cornwall, TR3 6BW
T: 01872 262261
E: safety@jncsafetyservices.co.uk
W: www.jncsafetyservices.co.uk

## TERMS & CONDITIONS

**TRAINING BOOKINGS & CONSULTANCY FEES:**

All fees must be paid on receipt of invoice or in strict accordance with payment terms for account clients. All quoted costs are exclusive of VAT and VAT will be added at the ruling rate at the time of the booking (currently 20%). JNC reserve the right to refuse admission on training courses if payment has not been received in full prior to commencement. Training certificates will only be issued once payment has been made and received in full. If a client fails to make full payment to JNC within the stated time JNC reserves the right to levy a late payment charge under the late payment of commercial debts (Interest) Act 1988.

**CANCELLATION:**

All cancellations/transfers must be requested in writing to safety@jncsafetyservices.co.uk. For courses: You may substitute a Delegate with another with no charge but please contact us in advance of your course if you wish to do this. Whether course fees have been paid, cancellation fees will apply once the booking has been processed and confirmation / joining instructions have been sent. Course cancellations incur charges based on the date of receipt by JNC of a written request as shown below:

| Notice Period | Cancellation Fee |
|---|---|
| 5 or less working days / No Show, Non Attendance on Day | FULL course fee payable |
| 6 to 15 working days | 50% course fee payable |
| 16 to 20 working days | 25% course fee payable |
| 21 days or more | No charge |

Where a Delegate transfers his/her booking to another course, the Delegate will not be entitled to any refund where he/she cancels attendance at the transferred course date. Only ONE transfer is permitted per course per Delegate. Course transfers charges will apply for each processed transfer shown below:

| Notice Period | Transfer Fee |
|---|---|
| 5 or less working days | Not Available |
| 6 to 15 working days | 25% course fee payable |
| 16 days or more | No charge |

All transfers are subject to the original booking / invoice being paid in full within the terms of the booking.

Course contents, prices and dates are correct at the time of going to press. It may be necessary for JNC to change the content and timing of a course, the trainer, the date or the venue, such cancellations occur only very rarely. In the unlikely event of the course being cancelled by JNC, a full refund will be made unless the delegate transfers his or her booking to an alternative date. JNC may cancel courses due to unavailability of the tutor or minimum delegate numbers not being reached. JNC will offer an alternative date or refund of the fees that have been paid. JNC Safety Services Limited reserves the right to charge for course materials purchased for delegates.

**PAYMENT:**

**How to Pay:**

1. By Bank Transfer (BACS)
2. By Credit or Debit Card

Payment can be made direct to JNC Safety Services Ltd by BACS transfer using the following account details: **Bank:** Santander **Account Number:** 40870665 **Sort Code:** 09-06-66. JNC can accept payment by Credit or Debit card. Please contact us on 01872 262261 where we will be able to take the payment over the telephone.

**INVOICE/ACCOUNT QUERIES:**

Any queries relating to invoices should be raised by contacting our Accounts Team on 01872 262261 or by email: accounts@jncsafetyservices.co.uk. Clients wishing to be considered for an account on payment terms should contact us at accounts@jncsafetyservices.co.uk.

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**FEVER:** Delegates that have or had a fever, rash, sore throat or new cough within the last 7 days to contact JNC before attending any training course. JNC will look where possible to transfer your booking to the next available course date complementary, medical evidence maybe requested.

**FORCE MAJEURE:** In no event shall JNC be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes, inclement weather and communications or computer (software and hardware) services, it being understood that JNC shall use reasonable best efforts to resume performance as soon as practicable under the circumstances.

**ABSENCE:** If for any reason you are unable to attend the course, please notify JNC as soon as possible (see cancellation). The FULL COURSE FEE will be charged for non-attendance on the day.

**CERTIFICATES:** The cost of the course includes the price of a certificate in digital format pdf where applicable. Certificates will NOT be provided until the course fee has been paid in full.

**ACCIDENTS/INJURIES:** Any delegate suffering an injury, however small, must notify the course director/instructor immediately.

**INSURANCE:** JNC carries Employers Liability, Public Liability and Professional Indemnity insurances, copies of certificates are available on request.

**LOSS/DAMAGE:** JNC cannot be held responsible for any loss or damage of personal belongings or vehicles, caused by negligence or otherwise. JNC are not insured for loss or damage to vehicles whilst parked in our car parks. You are advised not to bring large amounts of money to your course and not to leave valuables in the training room at any time. JNC will accept no responsibility for any loss / damage of money or jewellery, nor for any injury resulting from its wear.

**MEALS/DRINKS:** Coffee, Tea and Water will be available throughout the course. For full day courses a midday light meal will be provided where applicable. If you have any special dietary requirements, allergens, please inform us prior to your attendance.

**USE OF LANGUAGES / ASSISTANCE:** All Courses are delivered in English, Delegates must therefore, be competent in English at the level required (read, write and understand). We would ask that clients notify us in advance of any persons that require special requirements / assistance i.e. physical disabilities inc sight, hearing, writing and learning or reading difficulties (for example dyslexia), or medical conditions so that suitable arrangements can be made. These conditions will be treated as confidential by JNC and their employees, any information supplied will be securely kept in accordance with the Data Protection Act.

**SMOKING:** Smoking is only permitted in certain areas at the centre on training breaks. Careless disposal of cigarette butts will cancel these privileges at the training centre. E Cigarettes may be used outside the training room on breaks.

**SURVEYS:** You may be asked to complete a satisfaction/feedback survey following your course. However, if you are dissatisfied with any aspect of our training or services, in the first instance please speak to the trainer in order to satisfy your requirements.

**LAW:** These terms and conditions and any other agreement of which it forms part shall be construed and forced in accordance with the laws of England and English Courts shall have exclusive jurisdiction.