

Training Course Terms and Conditions

Fees

Payment terms are 14 days, or the last working day before the course begins (whichever is sooner). Bookings are confirmed once submitted and are subject to cancellation terms below. Bollington Risk Management reserves the right to refuse admittance to the course until payment is received. Fees quoted are correct at time of publication, but Bollington Risk Management reserves the right to alter fees at any time.

Cancellations

Bollington Risk Management reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. 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 to a different course by the client, Bollington Risk Management reserves the right to apply the following charges:

Notice given	% of fee credited back
More than 28 days	100%
15 – 28 days	75%
0 – 14 days	50%
Non-attendance without notice	0%

In addition, Bollington Risk Management reserves the right to charge a £30 administration fee for each cancellation/deferral. Telephone cancellations/deferrals can be accepted but must be confirmed immediately in writing (by post, fax or email).

Guaranteed Pass

Bollington Risk Management offer a guaranteed pass on all IOSH courses. This means that delegates are entitled to extra private support (free of charge) if they fail to meet the required standard in the examinations. If applicable, the delegate will be required to pay the exam fees.

The guaranteed pass only applies if the following criteria are met:

- The delegate is accepted onto the course by Bollington Risk Management
- The delegate attends on every day of the course (and is not significantly late, and/or does not leave significantly early on any day)
- The delegate takes a full and active part in the course, and completes any tasks/projects set (including those set for completion in their own time).