

TERMS AND CONDITIONS

BOOKING PROCEDURE

Course booking can be made by:

Phone +44 (0)8456 255233

Fax +44 (0)8456 255234

Email training@collett.co.uk

Or online at www.training4transport.com

(A course confirmation will be sent by email please supply an email address).

After submitting your booking either by email or online our Team will be in contact to complete payment for those paying by BACS or card. For those paying by purchase order number, an invoice will be raised and submitted for payment within 7 days of the course booking. Payment of this invoice MUST be received 5 days prior to the commencement of the training course.

BOOKING CONFIRMATION

Once we have processed your booking, we will send you a confirmation email. Your place is guaranteed once payment has been received. Bookings made less than 3 days prior to the start of the course will require immediate payment.

PAYMENT

CREDIT CARD PAYMENT

Credit card payment must be received 5 days prior to the start of the course credit card, please do not under any circumstances send credit card details via email.

CASH PAYMENT

Cash payment must be received 5 days prior to the start of the course and can be made in person at our Training Centre, Victoria Terminal, Albert Road, Halifax, HX2 0DF.

CHEQUE PAYMENT

Cheque payments, made payable to Collett & Sons Limited, must be received 5 days prior to the start of the course.

INVOICE PAYMENT

By prior arrangement with Collett & Sons Ltd.

COURSE TRANSFERS & SUBSTITUTION

There is no charge for transferring another person on your booking to the same course provided you notify us up to 5 days before the start and the person is eligible for such training.

No refund will be made in the event of a transfer. No more than one transfer will be allowed per course. Requests to transfer a course must be made in writing and can be sent by email to training@collett.co.uk or via Recorded Delivery to Training4Transport, C/O Collett & Sons Ltd, Victoria Terminal, Albert Road, Halifax, HX2 0DF. Acknowledgement of any cancellation will be made within 5 days and any refunds due issued within 14 days.

CANCELLING YOUR PLACE

You are entitled to a 14 day cancellation period, commencing on submission of your booking, in which no charges will be incurred. However, should cancel within 7 days of the course

commencement date a charge of 50% of the course fee will be incurred, if you withdraw for whatever reason within 3 days of any course commencement date, the full fee will remain payable even if you are unable to nominate a substitute attendee. Substitutions should be received by Collett & Sons Ltd at least 48 hours prior to the course start date.

NON-ATTENDANCE

If you fail to attend the course on which you are booked and have not given prior notice to Collett & Sons Ltd then the course fee will remain payable in full and no transfer will be allowed.

CANCELLATION BY COLLETT & SONS

Where circumstances dictate, we reserve the right to alter published courses, trainers, fees or venues without prior notice. In the event of a course being cancelled, a full refund of the course fee will be made or alternative dates will be made available, but no compensation will be paid for any additional costs incurred.

VENUES

Details of the specific venue will be sent in the joining instructions for all training courses.

SPECIAL REQUIREMENTS

Collett & Sons Ltd will make every effort to accommodate special requirements that have been notified in advance of any confirmed booking.

Please let us know if you have any special requirements prior to attendance of your training.

JOINING INSTRUCTIONS

Joining instructions will include venue details & map.

If you have not received your joining instructions 3 days prior to the training course, please email training@collett.co.uk

Collett & Sons Ltd will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

DRIVER CPC

For Driver CPC approved courses, it is a requirement of the DSA/JAAPT that the trainer delivering the course confirms the individual driver attendance at the course. Drivers attending courses will be required to produce their Driving Licence and a valid passport or other form of photographic proof to confirm their identity at the start of each session. The trainer will detail the drivers' licence etc. and licence number for the purposes of uploading to the DSA/JAAPT database **ONLY**. These details will be held by Collett & Sons Ltd, under secure conditions as determined under the rules defined by the DSA/JAAPT.

Separate Terms & Conditions of Business will apply for the creation of bespoke courses for individual clients in respect of DSA/JAAPT approved courses.