



**Head office**  
1<sup>st</sup> Floor, Rainham House  
Manor Way  
Rainham  
Essex RM13 8RH

T: 01708 555705  
F: 01708 555925

**Training Admin**  
108, BOHO-5  
20 Bridge Street East  
Middlesbrough  
Cleveland  
TS2 1NY

T: 01642 680497

# Terms & Conditions

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## 1. Reservation/Bookings

Provisional booking of training courses and consultancy services may be made by telephone, but must be confirmed in writing (including a purchase order number) within 5 working days. For companies and individuals who do not have an approved business/credit account in place with Tersus Training services Ltd their reservation/booking will only be accepted upon receipt of payment in full (or an agreed deposit).

## 2. Fees

All training course fees are payable 4 weeks in advance or secured by valid Purchase Order for customers with an approved credit account. No admission to the course will be permitted until payment or purchase order is received. Fees for consultancy services are required to be paid in full prior to work commencing. All fees quoted are correct at the time of publication but Tersus Training Services Ltd reserves the right to alter fees at any time. All fees quoted are exclusive of VAT which must be paid in addition to the quoted fee, at invoice date, chargeable at the standard rate then in force.

## 3. Joining instructions (Training Courses)

Joining Instructions will be forwarded following receipt of payment/PO. If joining instructions have not been received 10 days before the course, please telephone to make sure payment has been received.

## 4. Venues (Training Courses)

The address of the training venue will be included in the joining instructions. Whilst Tersus Training Services Ltd may be able to provide information about accommodation at the course venue or at local hotels, Tersus Training Services Ltd is not acting in the capacity of agent for either the hotel or the client. Queries, cancellations and alterations of hotel bookings must be made direct with the hotel/agent concerned and delegates must settle their own hotel accounts before leaving.

## 5. Refreshments (Training Courses)

Tea and coffee is provided during the day free of charge. Lunch is not provided on Open courses, delegates should bring their own food or make their own arrangements at lunchtime break.

## 6. Training Course Literature

Printed course notes are included in the course fees. Course literature is copyright and may not be reproduced without permission.

## 7. Cancellations and Transfers

### (a) Open Courses:

Tersus Training Services Ltd reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In event of cancellation, booking will normally be transferred to the next available course unless the client specifically requests otherwise. If a booking is cancelled or transferred to a different course by the client the following fees will be payable.

[www.tersustrainingservices.com](http://www.tersustrainingservices.com)



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*(i) Cancel course:*

Within 14 days prior to course start date = 100% of the course fee.

15-21 days prior to course start date = 50% of the course fee.

22-28 days prior to course start date = 25% of the course fee. over 28 days prior to course start date = no charge

*(ii) Transferring a course:*

The following charges will apply if you wish to transfer your booking to a later course date: Within

7 days prior to course start date = 60% of the course fee.

8-21 days prior to course start date = 25% of the course fee.

over 21 days prior to course start date = no charge

The transfer option only relates to delegates who are transferring to a different date on the same course. The choice of course date must be specified at the time of transfer (else the instruction will be considered a cancellation). The option to transfer delegates can only be used once, after which any movement will be considered a cancellation. All outstanding invoices will remain due, irrespective of the number of working days' notice given for the cancellation.

**(b) Group Courses:**

Tersus Training Services Ltd reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In event of cancellation, we will strive to make arrangements to reschedule the delivery of the course at another date. If a course booking is cancelled, or transferred to a different date, by the client the same fees structure will apply as above in 7.a.i and 7.a.ii accordingly.

**(c) Consultancy Services:**

Tersus Training Services Ltd reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In event of cancellation, we will strive to make arrangements to reschedule the delivery of the service at another date. If a cancellation, or transfer to a different date, is made by the client the following fees will be payable.

*(i) Cancellation:*

Within 14 days prior to service date = 100% of the service fee.

15-21 days prior to service start date = 50% of the service fee.

22-28 days prior to service start date = 25% of the service fee.

over 28 days prior to service start date = no charge



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(ii) Transfer:

The following charges will apply if you wish to transfer your Consultancy booking to a later date:

Within 7 days prior to booked date = 60% of the agreed fee.

8-21 days prior to the booked date = 25% of the agreed fee.

over 21 days prior to booked date = no charge

### 8. Substitute delegates (Training Courses):

A place on a course can be transferred to a substitute delegate free of charge in all cases EXCEPT for NEBOSH courses for which candidate registration fees and any 'late registration' fees for the substitute delegate will be payable by the client.

Telephone cancellations can be accepted but must be confirmed immediately in writing (by email or post).

Email: [trainingadmin@tersusgroup.co.uk](mailto:trainingadmin@tersusgroup.co.uk)

Post: Tersus Training Services Ltd  
108, BOHO-5  
20 Bridge Street East  
Middlesbrough  
TS2 1NY, United Kingdom

### 9. Tersus Training Services Ltd Pricing Policy

Course information and prices indicated are considered correct at the time of printing, but Tersus Training Services Ltd reserve the right to alter prices and course information without prior notice.

Customers are advised to check when ordering. Prices shown are exclusive of VAT which will be charged in accordance with Government legislation. Prices are effective 1<sup>st</sup> August 2017.

### 10. Late Payment

In the event of you failing to pay your invoice on time we shall be entitled to charge interest on a daily basis from the date of the invoice to the date full payment is made. This shall be in accordance with the Late Payment of Commercial Debts Act 1998 at 8% above base rate (Bank of England). In the event of invoices being outstanding for longer than 60 days, we shall be entitled to cancel all your outstanding bookings and all outstanding invoices will become immediately due and payable. Failure to comply to the agreed credit terms may also result in Credit Facilities being removed and all future bookings would need to be on a prepayment basis only.

### 11. Replacement Certificates and Safety Passports

All delegate records including certificate/Passport numbers are retained securely on file. Requests for replacement certificates and Safety Passports should be made in writing (by email, fax or post) to the office. Charges for replacement certificates/safety passports are available upon request. Requests for replacement certificates/safety passports will be processed upon receipt of appropriate payment.

[www.tersustrainingservices.com](http://www.tersustrainingservices.com)

Tersus Training Services Limited  
Registered in England and Wales with Company No. 10880057  
Registered office: 1<sup>st</sup> Floor, Rainham House, Manor Way, Rainham, Essex RM13 8RH



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## 12. Data protection policy (Data Protection Act 1998)

In order to arrange your training and issue certificates/safety passport cards, Tersus Training Services Ltd needs to store information about you and share it with relevant appropriate awarding bodies. The law states that we must get your permission to do this. All information will be treated as confidential.

By accepting our terms and conditions, you agree that Tersus Training Services Ltd is permitted to hold personal information about you, your training, qualification and other business records and may use this information in the course of its business. You agree that Tersus Training Services Ltd may disclose such information to third parties in the event that such disclosure is, in the company's view, required for the proper conduct of the company's business or that of any associated company. This applies to information held, used or in any medium.

In addition you give Tersus Training Services Ltd permission to collect, retain and process information about you such as age, gender, ethnic origin, job and grade. This information will only be used as required by the Government or its agents and in order to monitor our compliance with the law and best practice in terms of equal opportunity, non-discrimination and good human resource management.

By providing us with personal information, you acknowledge and agree to the above, and the Competent Authority's processing of data in this way.

The information which we hold may be checked with you from time to time to ensure that it remains up to date. Should your personal circumstances change, you should notify Tersus Training Services Ltd immediately.

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