

# TERMS AND CONDITIONS - TRAINING COURSE BOOKINGS

## J-JAZ SERVICES AND TRAINING LTD

### 1. Course bookings

Bookings may be made by e-mail, via the J-JAZ website, letter or telephone. Telephone bookings must be confirmed in writing on request. Please quote purchase order numbers where applicable.

### 2. Payment

- Our standard credit terms for all customers are 30 days from date of invoice. Payment will be expected within 30 days unless prior arrangements have been agreed.

### 3. Transfers

Should circumstances mean that you need to change the date of training then the following charges will apply dependent on notice given;

- More than four weeks prior to course start date - first transfer no charge;
- two-four weeks notice given - 25% of course fee;
- Less than two weeks notice given - 50% of course fee.

NB. Free transfer applies to the first transfer only. Subsequent transfers incur a minimum charge 25% of the course fee, rising to 50%, dependant on notice as shown above.

### 4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation then the following charges will apply;

- More than four weeks prior to course - No charge
- two-four weeks prior to course - 50% of total course fee
- Less than two weeks prior to course - Full fee

Course dates booked with less than 4 weeks from booking to course delivery will be subject to the [Distance Selling Regulations 2000](#) 7 day cooling off period. After this time period, the above time periods will come into effect, e.g. course booked with 21 days to course delivery and cancelled within 7 days, no fee, after 7 days full payment expected.

NB. Cancellation or transfer must be made in writing and received by J-JAZ by the due date.

### 5. Non-attendance

If students do not attend a course, the full course fee remains payable. Please note that course loading is your responsibility unless prior arrangements with J-JAZ have been agreed.

### 6. Late arrivals/missed sessions

If your students arrive late for a course or are absent from any session, we reserve the right to refuse to accept their further involvement for training if we feel he/she will gain insufficient knowledge or skill in

the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive requirements for statutory certificates, attendance at all sessions is mandatory.

## **7. Unforeseen circumstances**

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

## **8. Re-qualification courses**

To be eligible to attend an HSE two day re-qualification course, students must present a valid First aid at work certificate issued by an HSE-approved provider which is 'in date' on the last day of the re-qualification course. (In date means the period within three months prior to the original certificate expiry date. The HSE allow a maximum of 28 days from the expiry date of the certificate to complete re-qualification training and assessment).

## **9. VAT**

J-JAZ Services and Training Ltd are not VAT registered.

## **10. Distance Selling Regulations 2000**

We abide by the applicable elements of the [Distance Selling Regulations 2000](#).

## **11. Guidelines for students and employers**

It is the employer's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.

Please note that HSE first aid and manual handling courses are interactive courses and involve student participation, this may involve physical activities involving lifting and carrying of objects and personal handling, e.g. casualty simulation treatment in first aid.

## **12. Certification**

Certification of all courses and any relevant documents will only be issued on receipt of full payment of course. Certification is subject to successful course completion.