

Bookings are regarded as confirmed only upon receipt of a full payment or a company purchase order. Invoices issued are payable on 30 days. Credit account customer invoices are payable on 30 days. Bookings placed by purchase order or payment are binding. Payment will be required in full for the number of candidates and duration of training specified on the order.

Entry requirements: Candidates will not be accepted onto a course unless they can demonstrate evidence of compliance with the entry requirements for that course. Such evidence will normally take the form of valid certificate of competence. Candidates will be required to sign to confirm that they meet the pre-entry requirements incl. statement of medical fitness prior to the start of the course. If a candidate is unable to meet the pre-entry requirements, they may not be able to continue with training and a refund will not be given.

Late arrival: Candidates must be present for the full 100% course delivery time. Late arrivals, for any reason, may not be able to start the course, this is at the discretion of the Training Manager.

Provisional held requests: We may provisionally hold a place for an agreed period of time, payment or purchase order will be required by the agreed date. A provisionally held place **is not a booking**. After the agreed date for receipt of purchase order or payment has passed, the provisional place will be automatically without notice.

Early Bird/Last Minute bookings: are non-refundable, cannot be moved brought forward/postponed) but participant may be substituted.

Course cancellations fees as follows, includes bad weather travel disruption:

- More than 1 months' notice - refunded full amount less administration fee of £60 per person.
- Between 3-4 weeks' notice of course date - 70% refund is given.
- Between 2-3 weeks' notice of course date - 50% refund is given.
- Less than 2 weeks' notice of course date - a refund is not available.

Course postponement fees as follows, includes bad weather travel disruption:

- More than 3 weeks' notice - no charge.
- Between 2-3 weeks - 20% charge to change a place, unless place can be re-filled.
- Between 1-2 weeks - 50% charge to change a place, unless place can be re-filled.
- Less than 1 week - 100% charge to change a place unless the place can be re-filled.

Failure to complete: If a candidate does not complete the entire course, a refund will not be given.

Training for work at height may involve physical exertion in conditions of exposure to height. It is essential that all candidates are physically fit and able to carry out the tasks expected of them without risk to themselves or others.

heightec cannot accept bookings for courses involving exposure to height from candidates with medical contra-indications against working at height. A non-exhaustive list of such conditions is given below:

- Heart disease/chest pain/angina
- Blood pressure disorder
- Epilepsy, fits, blackouts
- Fear of heights/vertigo/claustrophobia
- Difficulty with balance/ inner ear problems
- Impaired limb function
- Uncorrected visual impairment
- Alcohol or drug dependence
- Recent surgery
- Diabetes
- Asthma/respiratory disorder
- Muscular strain (e.g. bad back), dislocation, hernia – or similar musculoskeletal issues

It is the responsibility of the individual or organisation making the booking to ensure that candidates attending the courses are free of any of the conditions described above or any other medical condition that could impair their ability on the training course to which they have subscribed. If a candidate is found to be unfit at the start or during a training course, they may be withdrawn from the course at the discretion of the trainer.

By submitting a course booking, the applicant asserts that candidates are physically fit for the intended course. It is unlikely that applicants can be certain of being free of contraindications without a proper examination by a GP.

Where a course has been requested by the customer to run at a location of their choice heightec will not be liable for costs incurred for any delay or disruption which may prevent successful completion of all elements of the training syllabus e.g. bad weather.

In the unlikely event that heightec should need to cancel a course e.g. due to trainer illness, we will offer alternative date options to rearrange the course at the earliest convenience or a refund. However, we will not be able to reimburse for any travel or accommodation bookings or costs incurred by the customer.

In the (rare) case of a candidate failing an IRATA assessment, we will be pleased to offer two days training free of charge, although there will be a charge for the additional assessment.

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