

# Hain Protraining Services Ltd

PTS T&C v2 06/15

Terms & Conditions

The terms and conditions noted below will form a contract between the "Customer" and Pro Training

Services, known as the "Company".

1. All course fees must be paid prior to the commencement of any training, unless alternative arrangements have been previously agreed with the Company any course paid for in advance BACs or online and the candidate is late or fails to show then fee will be forfeited.
2. Any course cancellation made by the customer must be made in writing to the Company.
3. Course cancellations made within 15 working days of the course start date will result in full course fees, including test fees being forfeited.
4. Cancellations/amendments made by the customer 14 days or less prior to commencement of the booked course will incur a 25% administration charge of total tuition fees.
5. The Company reserves the right to terminate any training booked by the Customer if course fees are not paid in full prior to the course start date.
6. Any variations to the joining instructions, course date, time of attendance etc will be made in writing by the Company to the Customer. The Company will make all efforts to keep the original agreed course dates, however in the event of a course cancellation imposed by the Company, the Customer will be offered the next available course.
7. Customers are informed of our terms and conditions which are readily available from our office. All customers are deemed to have read them prior to requesting our services.
8. Customers who are considered to be under the influence of drink and / or drugs will be removed from the course and all fees forfeited.
9. Customers undertaking training with the Company are required to adhere to any notices or instructions given to them by any member of the company's staff.
10. Where external examinations have been arranged for the customer by the Company, the Company accepts no liability for the accuracy of the customer details should a dispute arise with the external examination body.
11. Every effort is made to ensure course notes, presentations and any relative tuition material is correct at time of course. The company accepts no responsibility for any errors or omissions.
12. The Company will not be held responsible for the loss or damage of any personal items left in any

training vehicle or on the companies' premises.

13. The Company reserves the right to terminate any customer whilst attending a training course if the

Company deems the customer to present a danger to themselves and other persons who may be affected by their acts or omissions.

14. Smoking is not permitted in the company training vehicles and on the company premises.

15. Should a customer wish to make a complaint against the Company, they should refer to our

'Complaints & Appeals Policy'.

16. Customers must be aware that adequate provision is made to ensure drivers attending courses are

able to comply with the rest requirement laid down in Driver Hours Regulations and the Working

Time Directive.

17. All Customers must comply with the Company's safety policy and their legal obligations under the

Health and Safety at Work Act 1974.

18. Certificates / ID cards will be issued following receipt of cleared payment.