

TERMS AND CONDITIONS

CONFIRMATION & PAYMENT

Full payment is required in order to confirm any booking, all course bookings are made on a "first come first served" basis. Cheques should be payable to "Environmental Training Centre Ltd". Credit or Debit card payments may incur charges to cover commission or handling fees.

CANCELLATIONS AND POSTPONEMENTS

Deposits will be refunded up to 30 days prior to the course, if less than 30 days notice is given of cancellation or postponement, then charges are payable at the following rates:

30 days or more – no-charge

29 days to 14 days notice – 50% of total charge

Less than 14 days notice – Payment in full

(All deposits will automatically be credited against these charges.)

INVOICES

All invoices must be paid in full within 30 days from the invoice date; late payments will incur interest charges to be added daily at the rate of 8%+ the current Bank of England Base Rate on the outstanding balance. Invoice queries must be notified within 5 days of the original invoice date.

CERTIFICATES AND DOCUMENTATION

Certificates and documentation pertaining to the course will remain the property of the Environmental Training Centre Ltd until all accounts have been paid in full. External assessments will not be applied for until accounts have been settled in full. Documentation will only be sent to the person or company having paid the invoice. In the event that a candidate has left employment with the paying company, then it is the individual's responsibility to make suitable arrangements directly with that company. Separate assessments are arranged directly with the awarding bodies who are themselves responsible for the arrangement of these assessments – Environmental Training Centre Ltd only accept responsibility for processing the relevant application paperwork for external assessments, not the assessment arrangements provided by external assessment centres.

GROUP BOOKINGS

When fewer than the agreed number of candidates attends a course, then payment will be due for the number originally booked. Any reduction in numbers attending will result in cancellation charges being made according to the above scale.

HIRE CHARGES

Equipment hired or used on courses is the responsibility of the hirer/user. In the event of any damage or loss, the hirer will be responsible for the first £100 per item. If damage or loss is found to be attributable to negligence, then the hirer may be requested for payment of the full replacement value. No hired equipment may be used other than for the training course or assessment for which it is booked.

TRAINING

Environmental Training Centre Ltd cannot guarantee to provide a specific instructor or venue. In the event that a named instructor or venue is unavailable for any reason, the Environmental Training Centre Ltd reserves the right to substitute alternative instructors or venues as necessary.

In certain situations course material may get delayed, if this occurs then it will be forwarded to attendees as soon as is practical.

If attendees wish to comment about the course, this must be done either during or as soon as is practical after the course on the form provided.





➔ ENVIRONMENTAL TRAINING CENTRE
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Any attendee needing additional help with any part of a course should inform Environmental Training Centre Ltd before the course, or in certain circumstances, as soon as possible following the commencement of the course. Environmental Training Centre Ltd accepts no responsibility for alterations to details brought about by circumstances beyond our control, this includes client's facilities or equipment when applicable. Every effort will be made to ensure that details are correct at the time of printing and in the event of any unforeseen circumstances arising prior to, or during a course, alternative arrangements will be made.

PROOF OF IDENTITY

Environmental Training Centre Ltd. is compelled by law to check all candidates proof of identity prior to the commencement of any training or assessment. Current requirements are available at: <https://www.gov.uk/government/publications/proof-of-identity-checklist/proof-of-identity-checklist> or phone /email for current details. If you cannot provide suitable proof of identity then you will be turned away from your assessment and will not be eligible for a refund.

