

TRAINING GENERAL TERMS & CONDITIONS

(Revision 1 – April 2025)

1. BOOKING

- A. A customer's purchase order or written/verbal acceptance of a quotation constitutes acceptance of the services offered in the quotation or provisional booking.
- B. Customers must provide any special requirements (diet, mobility, language, literacy) for themselves or their candidates within 24 hours of booking.
- C. Account Customers: Customers with pre-arranged credit accounts must pay invoices within 30 days of the invoice date. A purchase order secures the booking; otherwise, it remains provisional.
- D. Non-Account Customers: Payment is required at the time of booking to secure a space. Bookings remain provisional until payment clears. A non-refundable deposit may be required for certain courses, transferable at SkillRise Training Ltd's discretion.

2. DEFINITION OF BOOKING STATUS

- A. Provisional: SkillRise Training Ltd can cancel, amend, or sell provisional bookings.
- B. Confirmed: Payment has cleared, or a purchase order has been issued for account customers (see 1.A).

3. CANCELLATION CHARGES

- A. Cancellations must be confirmed in writing.
- B. 14 calendar days or less before the course: full fee charged.
- C. 15-28 days before the course: half the fee charged.
- D. 29+ days before the course: £25.00 + VAT per delegate.
- E. Cancellations apply only to the original booking; no refunds for previously transferred candidates.

4. TRANSFER OF BOOKINGS

Candidate transfers are at SkillRise Training Ltd's discretion, and cancellation charges may apply. Agreed transfers are subject to the following fees:

- A. 29+ days: £25 + VAT per person
- B. 8-28 days: £50 + VAT per person
- C. 7 days or less: not permitted

Transfers apply only to the original booking; no refunds for previously transferred candidates.

5. COURSE TIMINGS

Courses start at 8:15 am unless otherwise agreed. Late arrivals may be refused entry, and the full fee may be charged.

6. NON-ATTENDANCE

No refunds are issued for non-attendance.

7. CHANGE TO OR CANCELLATION OF COURSES OR SERVICES

Course details are correct to the best of our knowledge. SkillRise Training Ltd may change content, timing, or price. Clients will be offered an alternative date or a full refund if a course is cancelled/changed.

8. COURSE CONTENT

Customers are responsible for ensuring the course content meets their needs. SkillRise Training Ltd is not liable if the course content is unsuitable.

9. PRE-REQUISITES FOR TRAINING

Customers must ensure candidates meet course pre-requisites, including physical and academic ability. The full course fee applies if a candidate is unsuitable or unable to complete the course. A basic understanding of written and spoken English is required.

10. HOW TO PAY

A. Debit/Credit Card: SkillRise Training Ltd accepts Mastercard, Maestro, Visa, Visa Electron, Solo, and JCB. Credit card payments may incur an administration charge. Providing card details authorises continuous payment for outstanding balances and future charges.

B. BACS:

- Sort Code: 30-98-73
- Account Number: 02387524

11. LATE PAYMENTS

SkillRise Training Ltd reserves the right to charge 2.5% compound interest per month on overdue balances, plus a £50.00 + VAT administration fee.

12. CERTIFICATES

Certificates are issued after full payment. They are sent to the invoice originator via standard Royal Mail. SkillRise Training Ltd is not responsible for loss/damage during transit. Customers requiring alternative postage must inform SkillRise Training Ltd in advance and cover the costs.

13. VALIDITY OF QUOTATIONS

Quotations are valid for 30 days unless otherwise agreed.

14. HOW TO CONTACT US

Phone: 07539 492221 (Office Hours: 8:00 am – 4:00 pm, Monday to Friday)

Email: info@skillrisetraining.com

SCAFFOLDING COURSES TERMS & CONDITIONS

15. BOOKING

- A. A customer's purchase order or verbal acceptance of a quotation constitutes acceptance of the services offered in the quotation or provisional booking.
- B. Customers must provide any special requirements (diet, mobility, language, literacy) for themselves or their candidates within 24 hours of booking.
- C. A £300.00 non-refundable deposit is required to secure a space on CISRS Part 1, Part 2, and Advanced Courses.

16. DEFINITION OF BOOKING STATUS

- A. Provisional: SkillRise Training Ltd can cancel, amend, or sell provisional bookings.
- B. Confirmed: Payment has cleared, or a purchase order has been issued for account customers (see 1.A).

17. PAYMENT

- A. CISRS Part 1, Part 2, and Advanced Courses: A £300.00 non-refundable deposit is required to secure a space. Payment must clear within 7 calendar days, or the booking remains provisional. This applies to all customers. Outstanding balances are due 4 weeks before the course start date.
- B. All Other Scaffolding Courses: Payment is required 30 days from the invoice date for customers with an active pre-arranged credit account. For all other customers, payment is required at the time of booking.
- C. Payments are only deemed received once funds have cleared.
- D. Invoice queries must be raised within 7 days by contacting the accounts department.

18. HOW TO PAY

Same as Section 10, but with SkillRise Training Ltd's details.

19. CANCELLATION CHARGES

- A. Cancellations must be confirmed in writing.
- B. 28 calendar days or less before the course: full fee charged, including the £300.00 non-refundable deposit.
- C. 29 calendar days or more before the course: the £300.00 non-refundable deposit will be kept.

20. TRANSFER OF BOOKINGS

- A. 28 calendar days or less: Full course fee charged, including the £300.00 non-refundable deposit.
- B. 29-365 calendar days: £50.00 + VAT transfer fee.
- C. Transfers apply only to the original booking; no refunds for previously transferred candidates.

21. COURSE TIMINGS

Courses start at 8:00 am unless otherwise agreed. Late arrivals may be refused entry, and the full fee may be charged.

22. NON-ATTENDANCE

No refunds are issued for non-attendance.

23. CHANGE TO OR CANCELLATION OF COURSES OR SERVICES

Course details are correct to the best of our knowledge. SkillRise Training Ltd may change content, timing, or price. Clients will be offered an alternative date or a full refund if a course is cancelled/changed.

24. COURSE CONTENT

Customers are responsible for ensuring the course content meets their needs. SkillRise Training Ltd is not liable if the course content is unsuitable.

25. PRE-REQUISITES FOR TRAINING

Customers must ensure candidates meet course pre-requisites, including physical and academic ability. The full course fee applies if a candidate is unsuitable or unable to complete the course. A basic understanding of written and spoken English is required.

26. LATE PAYMENTS

SkillRise Training Ltd reserves the right to charge 2.5% compound interest per month on overdue balances, plus a £50.00 + VAT administration fee.

27. CERTIFICATES

Certificates are issued after full payment. They are sent to the invoice originator via standard Royal Mail. SkillRise Training Ltd is not responsible for loss/damage during transit. Customers requiring alternative postage must inform SkillRise Training Ltd in advance and cover the costs.

28. VALIDITY OF QUOTATIONS

Quotations are valid for 30 days unless otherwise agreed.