

TERMS AND CONDITIONS FOR TRAINING COURSES

Reservations

Provisional bookings may be accepted over the telephone, these however must be confirmed in writing, at least three weeks prior to the commencement of the course. Kent Lifeguard Services reserves the right to re-allocate places where this confirmation has not been received.

Fees

Fees may be subject to alteration and should be confirmed at the time of booking. Fees are per delegate and include all tuition and documentation and light refreshments only unless otherwise specified.

Payment

All accounts are payable in full within 14 days of receipt of an invoice. Where delegates are individuals cheques are to be paid on or before course registration. Certificates will only be released once full payment has been made.

Payment can be made by cash, cheque or bank transfer only.

Cheques are payable to **Shoreside Consulting Limited**.

Confirmation

On receipt of a signed contract or written purchase order, we will post, fax or email confirmation of the course, (please indicate your preferred option) which will include directions and a supporting map showing the course venue, along with details of local hotels if applicable. Until the contract or purchase order has been received, confirmation cannot be given.

Cancellation

You may cancel a scheduled course and be refunded all course fees provided more than 21 working days notice (working days excludes all statutory bank holidays) is given. All cancellations must be received in writing and acknowledged by Kent Lifeguard Services. Delegates may be substituted at any time up to course commencement.

In the event of cancellation the following charges will be applied.

14 to 21 days	---	$\frac{3}{4}$ fees refundable
7 days to 14 days	---	$\frac{1}{2}$ fees refundable
Less than 7 days	---	Full fees are payable

In a situation where a course is run exclusively for a customer - on a customer site or any other alternative venue - the same cancellation terms apply.

In the event that it is necessary for Kent Lifeguard Services to cancel or reschedule a course, we will endeavour to give a minimum of 21 days working days notice. In such circumstances a full refund or alternative dates will be available and all liability by Kent Lifeguard Services will be limited to the value of the original course fee.

Course Content

Kent Lifeguard Services reserve the right to adjust the content of any course to reflect changes or new developments. All course material, content and visual aids are copyright Kent Lifeguard Services and may not be reproduced in any form without the express written permission of Kent Lifeguard Services.

Safety

Course attendees shall observe the safety and security regulations in force at the premises where the training takes place, these regulations are available for inspection at the premises.

Liability

Kent Lifeguard Services shall have no liability whatsoever whether in contract, tort, including negligence, breach of statutory duty or otherwise for any loss or damage suffered by a customer arising from, or connected with, errors in any course material or incorrect or incomplete instruction or tuition given at a course.

Governing Law

These terms and conditions shall be governed by and construed in all respects in accordance to English law.