

12 The Chase
Rosliston
Derbyshire
DE12 8HY



Mobiles: 07855 803043
07971 416462
Phone: 01283 762999
Fax: 01283 831187

enquiries@plassociates.com

Terms and Conditions

1. Bookings may be made by e-mail, fax, letter or telephone. All telephone bookings must be confirmed in writing upon request.
2. Full payment to be sent with booking form. Companies wishing us to invoice them directly should give a Purchase Order number when applying.
3. Should you require to be transferred to another course under any circumstance the following charges will apply dependent of notice given:
 - More than 4 weeks prior to course No charge
 - 2 – 4 weeks notice given 25% of course fee
 - Less than 2 weeks notice given 50% of course fee

No charge transfer applies to the first transfer only. Subsequent transfers incur a minimum charge of 25% of the course fee, rising to 50%, dependent on notice as shown above.

4. Should you require to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:
 - More that 4 weeks prior to course No charge
 - 2 - 4 weeks prior to course 50% of total course fee
 - Less than 2 weeks prior to course Full fee (no refund)

All cancellation or transfers must be made in writing and received by us by the due date.

5. If you do not attend a course, and have not previously informed us, the full course fee remains payable
6. One candidate can be substituted for another at any time prior to the course date with no extra fee charged.
7. If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skills in the time remaining. In all such cases, the full course fee remains payable. (To conform with Health & Safety Executive requirements for Statutory Certificates, attendance at all sessions is mandatory.)
8. PGL Associates reserves the right to cancel any course if there are insufficient numbers to run a viable course, in such circumstances, you will be given as much notice as possible and the offer of a free transfer to another course date, or a full refund of fees paid.