



minimise your risk

## TERMS AND CONDITIONS OF BUSINESS

1. Cancellation of agreed booking by a customer 15 days or more prior to the commencement of the course date will incur an administration charge of 25% of the total course fee excluding VAT, and any unrecoverable examination fees. Cancellation within 15 days by a customer prior to the course commencement date will result in the whole course fee being forfeited.
2. Substitution of course delegates, subject to examination board criteria, will be accepted upon reasonable notice being given, and the original booking and fee will be deemed to be accepted.
3. Payment of all course fees must be made prior to the commencement of the course unless other arrangements have been mutually agreed with Minimise Your Risk. Failure to pay course fees before commencement of training will delay the issuing of certificates. Cheques accompanying booking should be made payable to Minimise Your Risk. Minimise Your Risk reserves the right through non-payment by the customer prior to the course to cancel the booking and offer the position/training day elsewhere.
4. Any variations to the booking, course date, time of attendance, etc, made by Minimise Your Risk will be notified to the customer. Minimise Your Risk will make every effort to ensure that the original instructions are complied with. In the event of course/delegate cancellation made by Minimise Your Risk, every endeavour will be made for the delegate to attend the next available course. All incidents and actions, including any money refunds, are dealt with promptly and fairly within Minimise Your Risk's Quality Management System.
5. Every effort is made to ensure that both the instructions and handouts/course notes are true and correct at the time but Minimise Your Risk does not accept any responsibility for any errors or omissions.
6. Any delegate attending Minimise Your Risk's courses, are required to adhere to any notices or instructions given to them by Minimise Your Risk staff. Minimise Your Risk does not accept any responsibility for personal belongings or vehicles left on any premises.
7. Unless specific arrangements are made for course refreshments by Minimise Your Risk, refreshments during the course will be the delegate's responsibility.
8. Where external data upload or examinations are involved and details have been supplied by the delegate for enrolment, Minimise Your Risk cannot accept any responsibility for the accuracy if a dispute should arise with the examinations body.
9. It is important that adequate provision is made to ensure that drivers attending courses are able to comply with the rest requirements laid down in Drivers Hours Regulations and Working Time Directive.
10. All delegates must comply with Minimise Your Risk's Safety Policy and their legal obligations under the Health & Safety At Work Act 1974 and other relevant provisions.
11. Minimise Your Risk cannot accept any responsibility for cancellation due to unavailability of third party premises or absence of the trainer due to any reasonable reason, including inclement weather, bereavement or illness. Minimise Your Risk can accept no responsibility for any wages or other costs incurred by customers for any failure to provide the service for reasonable reasons beyond our control.

11 Chatsworth Park, Telscombe Cliffs, East Sussex BN10 7DZ  
Tel/fax 01273 580189 mobile 07905 365717  
e-mail [info@minimiseyourrisk.co.uk](mailto:info@minimiseyourrisk.co.uk)

## 12. Severe Weather

Minimise Your Risk reserves the right to cancel any training course due to severe weather. This will be as defined by the Met Office under a 'severe weather warning' and not only for the area of the venue but anywhere between the trainer's location at the time and the venue.

## Complaints procedure

Complaints/concerns regarding services provided by Minimise Your Risk and its trainers should be submitted in writing or by email to Minimise Your Risk at the address below, the letter/email should outline the nature and details of the complaint /concern including where appropriate, dates of training, course title, training venue and instructor(s) names.

The purpose of this procedure is to ensure that all problems and complaints are dealt with effectively and that appropriate corrective and preventative action is taken.

Customers should address complaints /concerns to:

Alec Horner  
Managing Director  
Minimise Your Risk  
11 Chatsworth Park  
Telscombe Cliffs  
East Sussex BN10 7DZ

Minimise Your Risk undertakes to acknowledge the receipt of any complaint/correspondence within 10 working days and to give a full response within 28 days. Minimise Your Risk will investigate any complaint within the terms and conditions of business.

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