



## Arbssystem Terms and Conditions

### Payment Terms

Payment is required to secure a place on the training course. An invoice is sent to the customer at time of booking and is payment on receipt. All invoices must be paid 7 days before attending the course or the place will be released. Payment is by BACS transfer and receipt of payment in full secures the booking.

### Cancellations/Rescheduling

28 days notice is required if a customer should decide to cancel a booking to obtain a full refund. 50% of the price will be returned if written notice is given between 15 to 27 days before the start of the course. If a customer cancels within 14 days of the course start date and does not book on an alternative course, the full price will be payable by the customer.

14 days notice is required to reschedule a course booking within a 6 month period to not incur extra charges. Arbssystem may need to cancel or suspend a course due unforeseen circumstances such as instructor/assessor/candidate illness/injury or severe weather conditions that would make the continuation of the course hazardous. This includes cancellation due to COVID-19 symptoms or a positive test result. Customers will be offered alternative course dates in this instance..

No refund will be payable if the candidate fails to arrive, is excluded or otherwise fails to complete the course. This includes failing any tests or assessments. For individual bookings candidates not attending due to a positive COVID-19 test result or COVID-19 symptoms would be offered alternative course dates. For group bookings of two or more places on the same course, cancellation due to COVID-19 will result in an administration fee payable by the client, to cover the cost of the instructor for the course duration.

### Conduct

Arbssystem instructors/assessors expect to be treated with professionalism and courtesy. We will not allow any kind of discriminatory behaviour, harassment or victimisation. The continuation of the course will be at the sole discretion of the instructor.

Arbssystem reserves the right to refuse attendance on the course by any person whom they consider in their absolute discretion to be unsuitable to attend or to remove any such person after the commencement of a course.

### Course Attendance

It is the responsibility of the customer to ensure that the candidates meet the prerequisites of the course on which they are booked, and that the course content meets their needs.

Assessment is offered to those candidates who, in the opinion of the instructor, have reached a satisfactory standard.

Appropriate equipment and PPE, as recommended by Arbssystem, will need to be supplied by the candidate unless hired equipment has been organised prior to the commencement of the course.

It is the responsibility of the customer/candidate to provide a LOLER and PUWER compliant kit. Attendance of the course without LOLER certificates for climbing and lowering equipment means non participation of the course. Non LOLER equipment will not be allowed to be used.



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### **Complaints**

The customer must inform Arbssystem in writing of any complaints within 48 hours of the training course or assessment.