



## **'Plane Training's**

### **Booking Terms & Conditions**

1. Candidates may be substituted at anytime. However, we do ask to be informed, so that all pre-course material may be organised in time.
2. It is sole responsibility of the person booking a delegate to ensure that all pre-requisites have been met to enable the candidate to be enrolled on a 'Plane Training course – these include but are not limited to – pre-employment and background checks and DBS/CRC/CTC checks.
3. In line with the requirements listed on paragraph 2, a declaration form will need to be completed by the relevant person and signed before the training commences and delivered (via email or post) to 'Plane Training.
4. For notice of delegate or training course cancellation received in writing with less than 28 working days before the start date of the course, full cancellation charges will apply.
5. A deposit of £50.00 per delegate is applicable at the time of booking (if a booking is made more than 28 days prior to the course start date). Inside 28 days, full payment is required at the time of booking.
6. Failure to attend or inform of changes to a training course without prior written notification to 'Plane Training will result in the application of full cancellation charges.
7. Courses may not run if the required minimum number of delegates is not achieved; 'Plane Training endeavours to inform all customers at least 10 days prior to the course start if re-scheduling is required however this may not always be possible and therefore 'Plane Training reserves the right to cancel and change courses at any time.
8. Every effort will be made to accommodate date amendment requests, dependent on course availability. The original course booking payment terms will apply.
9. Please ensure prompt arrival to courses, you should arrive at least 15 minutes prior to the course start time for registration. Please be advised that if delegates arrive later than 30 minutes after the course starts, admittance is at the discretion of the course trainer and we do reserve the right to refuse attendance.
10. We at 'Plane Training aim to promote a happy and comfortable environment for all our students. Delegates are therefore requested to act and dress in an appropriate manner and show consideration and respect for others. We reserve the right to ask a delegate to leave our premises if they do not abide by these standards.