

Three Gs Group course booking policies.

1. Course bookings

Bookings (closed or open) may be made by email, letter or telephone. Telephone bookings must be confirmed in writing on request and within 5 days. Please quote purchase order numbers where applicable.

2. a Payment

2.1 Bookings made within 4 weeks of the course start date will be required to be paid in full at the time of booking.

2.2 Course bookings made more than 4 weeks in advance of the course start date will incur a 50% security deposit with the remaining balance to be paid 4 weeks in advance of the course start date.

2.3 Certificates / proof of training will be released to the client / student until full payment / balance has been received.

2.4 Payment is by BACs or Card. Business cheques will not be accepted

2.b Any goods supplies or stock that have been ordered will not be delivered to the purchaser until full payment has cleared. Delivery times after payment vary from product to product.

2. c Failure to make the appropriate payments may result in course cancelation and additional late payment fees Three Gs Group Ltd will charge interest at 8% over the 0.5% Bank rate (8.5%) on a daily rate, against unpaid invoices from the due date until received and may also levy a fixed late payment charge as detailed under the Late Payment of Commercial Debts (Interest) Act 1998. All costs involved in recovering overdue monies will be charged to the customer.

3. Cancellations

Should circumstances mean that you must cancel your course and are unable to transfer your booking to another date at the time of cancellation then the following charges will apply:

More than 4 weeks prior to course No fee

2 –4 weeks prior to course 50% of course fee

Less than 2 weeks prior to course 100% of course fee

NB. Cancellation must be made in writing and the date upon which this is received by Three Gs Group Ltd will determine the cancellation fee.

Three Gs Group Ltd 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. In the event of a refund, any pre-course reading material you have received will be deducted.

4. Transfers

Should circumstances mean that you need to transfer to another Three Gs Group Ltd course then the following administration charges will apply dependent on notice given:

More than 4 weeks prior to course No fee

-4 weeks prior to course 25% of course fee

Less than 2 weeks prior to course 50% of course fee

NB. Transfers requests must be made in writing and the date upon which this is received by Three Gs Group Ltd will determine the transfer fee. If your deposit resulted in you being issued with a course manual, pre reading material and online e-learning access, Three Gs Group Ltd reserves the right to retain your deposit to cover the cost of these items.

5. Non-Attendance

If you do not attend a course, and have not previously informed us, the full course fee remains payable.

6. Late arrivals/missed sessions.

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 skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive requirements for statutory certificates, attendance at all sessions is mandatory.

7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

8. Distance Selling Regulations 2000

We abide by the applicable elements of the Distance Selling Regulations 2000

9. Guidelines for students and employers

It is the employer's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities, but it remains the

employer's responsibility to ensure that they are appropriately supported in their workplace.

11. Right of Admission

Three Gs Group Ltd reserves the right to refuse admission to any delegate exhibiting unruly or anti-social behaviour to either its staff or other candidates. Any such incident will result in the immediate removal of the offending party and their full course fee being forfeit.

12. Training facilities

All training will be conducted at the client's premises (onsite) unless stated otherwise.

Training areas/rooms shall be clean and conducive to practical training methods.

Floor surfaces will be clean and allow for practical exercises and demonstrations.

·Training areas/rooms must be large enough to facilitate confirmed delegate numbers.

·All training media will be supplied by Three Gs Group Ltd unless stated otherwise.

13. Trainer Expenses

Any prices quoted by for closed courses are inclusive of travel and accommodation expenses which may be incurred by our trainers or consultants during the execution of the agreed course, unless otherwise agreed in writing.

14. Covid

Everyone attending a course must ensure they have taken a lateral flow test if they are showing signs of Covid. You must contact us if the test is positive and you must be able to show your tests

results clearly marked with date and time taken upon request, if you do not comply, we can refuse to allow you on the course.

If the government make changes which doesn't allow us to run our course we will notify you as soon as possible to reschedule.

Please contact Glen Wilkie on 07375515171 if you have questions regarding this document or any other queries regarding your booking.

15. Mobile Phones

During Training hours all mobile phones will be kept at the front of class turned off or silent. You may retrieve your phone during break times and at end of class.

(This is simply to ensure that there are no distractions during training, each course has a lot of vital information for you to learn and understand throughout the course)

16. photographs and videos

For practical exams, each assessment will be recorded for your portfolio, these videos will not be viewed by anyone but your tutor, training manager of Three Gs Group Ltd and Highfield the qualification awarding body if selected for auditing purposes.

Strictly No photographs or videos are to be taken by students throughout the course of the PowerPoints, lessons, or other students on the course.