

### Training Terms and Conditions

Training delivered by Tecto Hire Ltd, hereafter referred to as Tecto Hire, will require the clients to comply with the following conditions:

1. It is extremely important that delegates are punctual when attending training courses.
2. It will be the responsibility of the employer or client to ensure the discipline of delegates when attending. Tecto Hire operates a strict no Drugs and Alcohol policy, and delegates must adhere to this during training courses. A copy is available should it be required.
3. Any damage caused by willful misuse or misconduct will be invoiced to the client. No equipment should be removed from the training course.
4. Delegates are issued with a certificate at the discretion of the qualified trainer upon successful completion of the course. Courses assessed by an outside body will be certificated by that body according to their criteria.
5. All reservations should be confirmed by the return of the booking form along with an official order number no later than two weeks prior to commencement date. Should a course be booked with less than two weeks' notice, Tecto Hire require a purchase order number and acceptance form immediately.
6. Cancellation charges: Once an order has been placed and our terms and conditions accepted, the following become applicable. If cancelled within 4 weeks a charge of 50% is levied, if cancelled within 2 weeks a charge of 100% is levied.
7. Should Tecto Hire need to cancel or postpone a course for any reason beyond our control, we will not be liable for any costs incurred by the customer/client as a result of cancellation.
8. Our payment terms are 30 days from date of invoice.
9. For any course that has a practical element to it, delegates are required to be physically fit and not under any medical supervision or medication that may be detrimental to the physical abilities required on the course.
10. Tecto Hire reserves the right to withhold certificates/ID cards until payment in full has been received.
11. All certificates and ID cards are distributed to the booking contact.
12. All prices are valid for a period of 30 days from the date of the quotation.

### Site Requirements

Training Courses which are not delivered at Tecto Hire venues must adhere to the relevant the following:

1. The training and practical area must be able to accommodate the designated number of delegates in attendance, this must include adequate seating and tables.
2. 240w power source must be available.
3. Tecto Hire must be informed if the site has restricted access.
4. Equipment should be provided by the booking client \*Tecto Hire will be able to provide equipment for onsite courses by prior arrangements.
5. Training held at your own location must meet with the necessary site requirements, if the trainer finds the site unsuitable, the course may have to be abandoned and you will be invoiced in full.

\*Tecto Hire reserves the right to charge for the hire of equipment and wilful damage to equipment where necessary.

**Grievance**

Whilst we endeavor to ensure that all of our courses are delivered to a high standard, in the event that you are dissatisfied with any aspect of your training course, please notify the Training Administrator to: [training@tecto.co.uk](mailto:training@tecto.co.uk) within 28 days of the latest course date.

**General**

Delegates will need to supply a passport photograph on the day of training/assessment for the production of ID cards if ordered. Please ensure their name is clearly detailed on the reverse.

Candidates should be able to read, write and understand English as all documentation, presentations and examination paperwork will be in English only.

To confirm this booking please carefully check all details are correct, if not amend accordingly, then sign, date, complete delegate details and return by emailing: [training@tecto.co.uk](mailto:training@tecto.co.uk).

By providing a Purchase Order/signing this booking form you confirm that you are authorised on behalf of your company to do so and agree to our terms and conditions detailed above. Bookings will not be processed until we have received confirmation by way of purchase order/or direct card payment.