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# VULCAN TERMS AND CONDITIONS

## Public Courses

Course fees include tuition, course notes, writing materials, lunch and refreshments. The public courses require the use of laptops which need to be provided by delegates **(it is essential that a request is made in writing to borrow a laptop at least two weeks prior to the start of the course)**.

Accommodation is not included in the fees and, if required, must be booked separately by the client. Details of accommodation local to the training venues are available on the website.

Upon receipt of a Vulcan Public Course Booking Form, Vulcan's Booking Confirmation Emailer will be forwarded to the course contact (if applicable) or delegate(s) concerned. This will be followed by a pro forma invoice which must be settled in order to guarantee a place.

Delegates will be emailed two weeks prior to the start date with specific venue information.

Examination and Certificate courses – results will be conveyed to the course contact and certificate(s) issued to same, unless otherwise requested. Delegates booking themselves will be issued with results and certificate direct within two weeks of the end of the course. Examination fees are included in the cost of the course.

Vulcan reserves the right to cancel or change the venue of any course at any time without liability (very rarely necessary). Delegates will be offered an alternative date or venue, a credit note or full refund of all fees paid.

## **Payment Terms (Public Courses)**

Fees must be paid at the time of booking, on receipt of invoice, which will be sent within a week of the Confirmation Emailer, unless agreed otherwise.

Payment can be made by Fast Payment/BACS transfer quoting invoice number; credit or debit card (you will be sent a Worldplay link to make the payment or payment can be taken over the phone); or by cheque made payable to Vulcan Fire Training Co Ltd. Vulcan reserves the right to allocate places on the courses to delegates who may be on the waiting list if course fees are not paid on time. Completion and submission of the on-line booking form is a contract between client and Vulcan, whether fees are paid or not, and therefore cancellation terms apply to all submitted booking forms. Vulcan reserves the right to adjust prices quoted in its literature if necessary, after a 60 day period from publication of such literature, this will not affect fees already paid.

## **Cancellations**

Cancellations must be in writing and the following applies: over 31 days' notice full refund no fees payable, 21-31 days' notice 50% charge; less than 21 days' notice full fee payable, no transfers or refunds. For delegates who fail to attend for any reason the full fee is payable; substitute delegates will be welcome with no penalty charge as long as they can fulfil the enrolment criteria.

## **Course Content**

Vulcan reserves the right to change the content of advertised courses without prior notice in order to ensure that training is in line with current legislation, standards and awarding body criteria.

## **In-Company Courses**

The client agrees to provide an adequate training room for the number of delegates to be trained and an in-house contact to ensure the smooth running of the course, ie access to the site, ability to set-up prior to the start time and *provision of refreshment for the trainer* (a supplementary charge may be made where refreshments are not provided). Liaison prior to the course will identify training equipment available on site for the trainer to use and where necessary Vulcan will provide the necessary presentation equipment.

Course fees include tuition, course notes where applicable and writing materials. Delegate numbers should not exceed the maximum quoted, if they do an additional charge per delegate may be made. In some circumstances too many delegates could affect the benefits and efficiency of the course and in these instances the client will be informed in order that a compromise is reached. Some courses require the use of laptops which should be provided by delegates **(it is essential that a request is made in writing to the course coordinator if it is necessary to borrow laptops when booking the training)**.

Additional charges for trainer travel, accommodation, subsistence and use of extinguishers (where applicable) will be agreed prior to acceptance of booking.



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Examination or Certificate courses – results will be conveyed to the course contact and certificates issued to same as pdf files unless hard copies are requested.

#### Payment Terms (In-Company Courses)

Clients will be invoiced following training, with payment terms of strictly 30 days (please advise if payment will be made outside this timeframe to avoid unnecessary chasing of payment). Remittance can be by Fast Payment transfer/BACS quoting invoice number, credit and debit card payments or company cheque made payable to Vulcan Fire Training Co Ltd.

#### Cancellations In-Company Courses

Must be in writing and the following terms apply: 14-31 days notice 25% of daily rate; less than 14 days notice full daily rate payable.

#### Course Content

Vulcan reserves the right to change advertised course content without prior notice in order to ensure that training is in line with current legislation, standards and awarding body criteria.

#### Consultancy

A daily rate and consultant travel/accommodation charges will be agreed prior to the commencement of any work undertaken. Payment terms strictly 30 days from date of invoice, issued following consultancy or part thereof.

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