

## TERMS & CONDITIONS

### Booking Procedure

Course bookings can only be made by using the Rescue Specialist course booking form overleaf. Directions, course start times and an accommodation list will be sent on receipt of full payment.

### Payment\*

The course fee must be paid in full no later than 15 working days prior to the start of the course.

A provisional booking will not be accepted as confirmed until full payment is received.

Rescue Specialist reserves the right to re-allocate the course place to another delegate if fees are not paid on time.

All transfer charges must be paid on receipt of the invoice.

Please note that these payment conditions override any credit terms held by existing account customers.

### Cancelling Courses\*

All cancellations must be made at least 15 working days prior to the start of the course.

If the booking is cancelled within 15 working days prior to the start date of the course, or if a delegate fails to attend the course, there will be no refund of fees.

### Transferring Courses\*

If a delegate wishes to transfer a booking, within 15 working days prior to the original course date, to a later date, there will be a surcharge of 25% of the course fee. Course bookings cannot be transferred more than once. If that transfer is subsequently cancelled the surcharge will remain payable.

### Changing Delegate Details

There will be no charge if a substitute person wishes to replace the original delegate. Please inform our office of any change to the original booking prior to the course commencing.

### Course Content

Rescue Specialist training courses are constantly updated and improved and we reserve the right to alter any of the courses' content without prior notice.

Our training manuals are provided in English. Please contact us prior to course booking if you have any special requirements.

Our training courses are based on UK regulations.

### Cancellation of Courses by Rescue Specialist

Rescue Specialist reserves the right to cancel a course at any time without liability. In these circumstances, delegates will be offered an alternative date, a credit note or a full refund.

### Health & Safety

Rescue Specialist reserves the right to refuse entry of any delegate to the course.

Rescue Specialist reserves the right to remove a delegate from the course if the delegate's action puts him / her-self, or others, at risk.

### Data Protection Act 1998

Personal data collected will be used for the purpose of delegate and course administration as required by Rescue Specialist and may be disclosed to appropriate bodies/organisations associated with such course. Contact details supplied to Rescue Specialist will not be passed on to any other third parties without prior agreement.

The information may also be used for marketing purposes and you could be contacted by letter, fax, telephone or e-mail with details of future events and courses organised or promoted by Rescue Specialist which may be of interest to you.

Rescue Specialist will only send marketing communication to any delegate or organisation agreeing that their details are used for such purpose.

Rescue Specialist proactively manages all marketing communications to enable delegates and organisations to opt out from further communication at any time.

Rescue Specialist will not contact any delegate or organisation that have previously unsubscribed from email or newsletters.

### \*For training courses to be held outside mainland UK:

Payment must be made at least 30 working days prior to the course start date. A provisional booking will not be accepted as confirmed until full payment is received.

All cancellations must be made at least 30 working days prior to the start of the course. If the booking is cancelled within 30 working days prior to the start date of the course, or if a delegate fails to attend the course there will be no refund of fees.

If a delegate wishes to transfer a booking, within 30 working days prior to the original course date, to a later date, there will be a surcharge of 25% of the course fee. Course bookings cannot be transferred more than once. If that transfer is subsequently cancelled the surcharge will remain payable.

## STATEMENT OF MEDICAL CONDITION

It should be understood that work at height courses, of all levels, involve a certain amount of physical and mental exertion. Certain medical conditions are definite contra-indications to safe and successful work at height.

Ideally candidates should be in possession of an appropriate full industrial medical certificate.

As a minimum, we require you to sign this form to show that you are historically free of the conditions listed below, and therefore there is no reason to exclude you from participation in a work at height course. If any of the conditions listed below apply to you, please advise your trainer. Or if you prefer, feel free to outline any relevant details on the back of this form. You will not necessarily be excluded from all elements of the training course.

Contra-indications to working at height include, but are not limited to, the following:

- Heart disease / chest pain
- High blood pressure
- Epilepsy, fits, blackouts
- Fear of heights / vertigo
- Giddiness / difficulty with balance
- Impaired limb function
- Alcohol or drug dependence
- Psychiatric illness / counselling
- Diabetes

If you do not have a medical certificate addressing these points, you must sign the following statement:

"To the best of my knowledge I do not suffer from any mental or physical condition, including those mentioned above, which could interfere with my ability to work at height in a satisfactory and safe manner or put myself or others at risk through my participation in these activities."

**We reserve the right to refuse training to any person without an appropriate medical certificate or who is unwilling to sign the above statement.**