

Definitions:

- I. 'We/us/our/FDS' means Food Diligence & Safety, the party providing the service
- II. 'Client/you/your' means the person or company/business booking or requesting the service
- III. 'Service' means the training, consultation, auditing, and other business needs we provide at your request
- IV. 'Cancellation' means the indefinite or temporary postponement of a confirmed booking
- V. 'Candidate/trainee' means the person/s we train on your behalf

Booking of training courses

A course can be booked by contacting us via phone, email, or using our online booking form. We will confirm all course bookings and ask you to fill and return a booking confirmation form. You must complete and return this form to us electronically or by post to confirm your booking. You are responsible for secure posting of the form to us. A course is not booked until confirmed using the method described here in this section. All bookings must be confirmed at least 30 days before date of course. We may, at our discretion, allow confirmation with less notice.

Scope of Training

- I. We will always discuss the training scope with you and recommend the most suitable courses based on our assessment of your needs.
- II. We will either carry out training at our designated centres or at your premises. We will agree this with you.
- III. We will provide the format of each training session at your request prior to commencement of the course.
- IV. We will conduct training to the highest possible standard and to the relevant syllabus as issued by the awarding body.
- V. The number of trainees and/or cost must be agreed between us and you at least 30 working days before commencement of the course. We reserve the right to charge you for any additional costs we incur as a result of your changing number of trainees.
- VI. You are responsible for ensuring that trainees have the necessary learning prerequisites such as course delivery language (English).

Resources

Where we train on your property, the following terms apply, unless we agree with you otherwise:

- I. You will provide a suitable training facility with adequate room, and any refreshments for the agreed number of trainees.
- II. You will provide the following training aids: flipchart, flipchart holder, and necessary furnishing.
- III. We will provide an overhead projector, and laptop computer for PowerPoint presentations.
- IV. You may provide a TV and Video set optionally; we are unable to transport this to your premises.
- V. You must provide each candidate with a pen, and a pencil with which to take the course test.
- VI. We will agree candidate numbers with you for each course prior to course commencement.

Payment

- I. You must confirm and pay for each course you book at least 30 days before commencement of course. Where payment is not in advance, you must comply with the payment terms we set. We reserve the right to claim statutory interest at 8% above the Bank of England base rate for late payment in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. Payment details will be provided by us to you.
- II. We will send certificates to you, by recorded delivery, as soon as received from the awarding body.
- III. Where problems occur with the certificates due an error on our part, they will be replaced free of charge. Where the problem is client/trainee error, there will be a charge for the cost of replacing each certificate, applied by awarding bodies.

Cancellation

- I. Cancellation by you with less than 14 days notice – half the agreed cost for the course is payable by you.
- II. Cancellation by you with less than 7 days – full cost of the course is payable by you.
- III. Cancellation notice by us with less than 14 days notice – we will offer alternative date.
- IV. Cancellation notice by us with less than 7 full days – we will offer alternative date, or refund course fee, less costs incurred by us.
- V. Where you book our services with less than 30 days notice, you will pay the full cost on cancellation by you.

Booking of course confirms your agreement with our terms and conditions above. Contact us if you need clarification of any aspect of our terms and conditions.