

TERMS AND CONDITIONS OF TRADING

Effective May 2017

What are the ENTRY REQUIREMENTS for courses at Petans?

Delegates must produce original photographic documentation e.g. Passport or authorised Photographic drivers license, to verify their identity before being allowed to start any course.

Employers and individuals applying for training must recognise that a reasonable standard of fitness is essential. Delegates must be able to support and manage their own body weight, and be able to bend/stretch, and lift/carry to a reasonable level. Any condition that may affect a delegate's performance on a course *must* be disclosed to Petans instructors before attending. **Potentially serious conditions (eg cardiovascular/respiratory) will require a 'Fit Note' from their GP covering the individual for the relevant course activities. This must be arranged in advance and submitted on the first morning of the course.**

Delegates must meet and be able to produce proof of prerequisite training requirements as set out for each course.

Delegates must be able to read and understand oral instructions in English and be capable of making themselves understood in English.

Delegates must declare any special needs (e.g. dietary or religious) at the time of booking and inform the instructor of these special needs at the start of the course.

What if I have to CANCEL or CHANGE A BOOKING?

If **you** cancel or amend a booking;

Petans Ltd will make an immediate full charge of *all* course fees under any of the following circumstances:

- Non-attendance for any reason of a delegate on a course or part thereof.
- Cancellation of the booking within 7 calendar days of the start date for the course.
- Cancellation of the booking within 7 calendar days of the start of the course and *concurrent re-booking* for the same delegate on an agreed alternative date within three months of the original course start date. In such rescheduled cases in addition to the original course fee the subsequent course will be chargeable at 50% of the course fee prevailing at the time of the second course and no further changes of course date or name of delegate on the booking will be permitted.

If **we** cancel the course;

In the event that Petans cancel a course for whatever reason.

- All fees already paid for delegates on cancelled courses shall be refunded in full.
- A revised start date will be offered as soon as possible.
- No compensation for any costs incurred will be payable to the delegate.

Making a Complaint

Delegates should initially raise any potential Concern/Complaint with the Lead Instructor if able to or ask to speak to the Training Manager or their designated deputy. The situation will be reviewed and if possible an immediate resolution found. Where the delegate wishes to make a formal complaint they are asked to do so in writing to the Business Manager within 10 working days of the issue for which they wish to raise a formal concern/complaint occurring.

The person raising the formal Complaint/Concern should attempt to provide as much detail of the situation as possible (and if possible a suggested solution) to assist the Company in their handling or investigation of the concern. Where the delegate wishes to make a formal complaint they are asked to do so in writing within 10 working days of the issue for which they wish to raise a formal concern/complaint occurring. If appropriate the Delegate will receive a response from the Business Manager within one calendar month of raising the concern/complaint.

Records of formal concerns/complaints raised in writing will be maintained for 12 months.

How does VALUE ADDED TAX apply?

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UK tax law states that VAT will be added automatically to the final invoice total at the rate prevailing on the last day of the course in question.

Bookings from non-UK companies whose HQ country is within the European Union AND which is registered in that country for VAT, can send a legitimate VAT number to Petans *at the time of booking*. With this evidence UK VAT will not be applied to the invoice.

What is included within the COURSE FEE, and what do I have to arrange myself?

Fees include lunch and refreshments, and PPE where appropriate, but do not include transport to and from Petans site, or accommodation. All transport and accommodation, including booking, is the responsibility of the sponsoring Company or individual. Read the Joining Instructions carefully for further information.

NB Hire Cars It is the responsibility of the hirer to accept delivery of hire cars and to sign all paperwork outside course times. Petans staff are not permitted to accept vehicles under any circumstances.

What are the PAYMENT TERMS for courses?

Standard terms of trading for customers with whom pre-agreed credit arrangements exist are full payment within 30 days of the date of the invoice

Petans is classified as a small business under The Late Payment of Commercial Debts (Interest) Act 1998, and as such reserves its statutory right to claim interest on debts in excess of our 30-day terms. Such interest will be at the rate as set out in the Act.

Payments may be by cash or cheque, by all major credit and debit cards. All credit cards are free to use except American Express cards, which are subject to a 3.5% admin charge. Cheques should be made payable to **Petans Ltd** (cheques only accepted minimum of 10 days prior to course commencement date).

Is anything different for PRIVATE DELEGATES?

Private delegates are required to pay all Course fees in full at the time of booking. Joining Instructions and course details will not be issued until this payment is made.

If the fees fail to clear for any reason and no other arrangement is made with Petans Ltd immediately it is known, the booking will be cancelled and the place offered elsewhere.

When delegates, by prior arrangement, are on Standby, full payment is required at the time of confirmation of attendance by Petans Ltd.

Please note that credit is not granted to private delegates or individuals under any circumstances

How do Petans deal with EL and PL INSURANCE LIABILITIES?

PETANS Ltd will assume that Company delegates are covered by the sponsoring Company's Employers and Public Liability Insurance. Where the delegate is a private individual EL and PL Insurance cover is provided by Petans for the duration of the course

Do I get a CERTIFICATE or LOGBOOK stamp at the end of the course?

Certificates are issued to all delegates attending and completing training courses satisfactorily.

Any delegate requiring their logbook signed and stamped should present it to their instructor at the start of the last day of the course.

If the Course has been approved under the Offshore Petroleum Industry Training Organisation (OPITO) standards it will be subject to the following Condition:

A Certificate should be issued to all individuals and to the Company sponsoring the delegate for all delegates successfully completing the course, details of which including Name, Course Dates and Petans Ltd. – May 2017

Certificate Number must be recorded by the organisation conducting the training. A return of all details of the Certificates issued must be made by the Training Organisation to the Central Training Register on completion of the course.

What if I lose a CERTIFICATE, can't get it from my company, or change my name?

Duplicate certificates are available at £30 per copy. Requests for duplicate certificates must be made in writing and be collected by the certificate holder in person, who must bring photographic ID.

Course Booking Information

All course details provided by Petans are based upon the information given by the individual or their employer at the time of booking. Delegates and employers are respectively reminded to check that the course they are booked on meets their needs