

TERMS AND CONDITIONS OF BUSINESS

1. Cancellation of agreed booking by a customer 15 days or more prior to the commencement of the course date will incur an administration charge of 25% of the total course fee excluding VAT, and any unrecoverable examination fees.

Cancellation within 15 days by a customer prior to the course commencement date will result in the whole course being forfeited.

2. We will only defer courses in genuine cases of emergency; otherwise there is an additional charge to rebook to another course.
3. Substitution of course delegates, subject to examination board criteria, will be accepted upon reasonable notice being given, and the original booking and fee will be deemed to be accepted.
4. A 25% deposit is required at the time of booking. Payment of all course fees must be made in full 15 days prior to the commencement of the course unless other arrangements have been mutually agreed with Novadata T A B Ltd.
Cheques accompanying booking should be made payable to Novadata T A B Ltd.
Novadata T A B Ltd reserves the right through non-payment by the customer 15 days prior to the course to cancel the booking and offer the position elsewhere.
5. Any variations to the booking course date, time of attendance, etc, made by Novadata T A B Ltd will be notified to the customer. Novadata T A B Ltd will make every effort to ensure that the original instructions are complied with. In the event of course/delegate cancellation made by Novadata T A B Ltd, every endeavor will be made for the delegate to attend the next available course. All incidents and actions, including any money refunds, are dealt with promptly and fairly within Novadata's Quality Management System.
6. Every effort is made to ensure that both the instructions and handouts/course notes are true and correct at the time but Novadata T A B Ltd does not accept responsibility for any errors or omissions.
7. Any delegate attending Novadata T A B Ltd's premises, including vehicles, are required to adhere to any notices or instructions given to them by Novadata T A B Ltd staff. Novadata T A B Ltd does not accept responsibility for personal belongings or vehicles left on the premises.
8. Where external examinations are involved and details have been supplied by the delegate for enrolment, Novadata T A B Ltd cannot accept responsibility for the accuracy if a dispute should arise with the examinations body.
9. It is important that adequate provision is made to ensure that drivers attending courses are able to comply with the rest requirements laid down in Drivers Hours Regulations.
10. All delegates must comply with Novadata T A B Ltd's Safety Policy and their legal obligations under the Health & Safety At Work Act 1974 and other relevant provisions.