

**Related to all Network Rail and Health & Safety Training Courses.****1. Payment terms**

All invoices shall be paid within 30 days from date of invoice.

**2. Standard terms**

Bookings will only be accepted if:

- a. The full purchase price is received by AtkinsRéalis Training in advance of start of course.
- b. A valid purchase order is received by AtkinsRéalis Training from a company that has an arrangement with us.

- All invoices shall be paid within 30 days from receipt by the Client and if for whatever reason the Client believes an invoice issued to be inaccurate the Client shall bring this to the attention of AtkinsRéalis Rail Limited within seven days from receipt of invoice.
- AtkinsRéalis reserves the right to charge the Client interest at two percent (2%) above the clearing bank base rate for late payment of any invoice.
- For courses on client's premises held outside the M25, travel and reasonable trainer expenses will be added. Suitability of client on-site training facilities must be agreed prior to course booking.
- Delegates are required to comply with HSE arrangements during all courses.
- AtkinsRéalis Training shall not be liable for the provision of any accommodation or subsistence for delegates unless offered in the joining instructions as part of the course.

c. A fully completed payment form

d. Please allow 48 hours for bookings to be processed.

**3. Cancellation**

Once a course place is booked no charge will be made where a Customer cancels a Training Event 10 working days prior to the course date.

Number of working days before the start date and cancellation penalty:

- Up to 10 days: No cancellation charge.
- Less than 10 days: 100% charged as a cancellation fee

**Note: Working days are calculated from the next working day following notification, to the day prior to the event.**

Cancellation must be confirmed in writing (email is acceptable) and a copy retained by the client for future reference. You will receive acknowledgement and should retain this with a copy of your written cancellation. This is the only method acceptable for verification of the cancellation notice period, where this is disputed.

**4. Non-attendance**

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

**5. Late arrivals/missed sessions**

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge in the time remaining and/or if it would be detrimental to the other participants. In all such cases, the full course fee remains payable.

**6. Cancellation of Training Event by AtkinsRéalis Training Services**

We reserve the right to change the date of a Course Event without penalty providing the revised course date is within 30 working days of the original start date. A full refund will be offered where the revised course date is greater than 30 working days.

Travel and accommodation is the responsibility of the delegate, and no reimbursement can be provided if the scheduled event is cancelled.

**8. Substitutions**

You can make substitutions up to 2 working days before the course start date. There is an admin charge of £30 + VAT per person for any substitutions or change of dates that are up to 10 working days prior to original training date. Please supply a purchase order number at time of amendment. **Any changes of dates that are less than 10 working days prior to original training date will be classed as a cancellation.**

**7. Prerequisite guidelines for delegates and employers**

Provide Medical/Drugs and Alcohol screening evidence where stated, it is compulsory prior to participation on the course and that delegates without acceptable medical compliance will be unable to proceed or have this administered during the course.

It is the responsibility of the delegate/ employer to ensure the prerequisites identified in the Joining Instructions are met for any course. Employers are also responsible for ensuring that the backgrounds of delegates are suitable for the training course that they are attending. Delegates are required to be punctual at all courses and sessions.

Prerequisites need to be adhered to, we reserve the right to refuse to accept you for training. In all such cases, the full course fee remains payable.

**8. VAT**

All course fees are subject to the current rate of VAT (valid exemptions only).