

Terms & Conditions

All bookings are subject to our terms and conditions of business detailed below:-

1. General

- 1.1 Bookings for courses or individuals may be made by telephone, email or fax. In many cases, demand exceeds places available on our courses and we often have to refuse bookings for particular dates. It is therefore essential that once a booking has been made it is honoured.
- 1.2 Re-qualification candidates in first aid or food safety must hold a valid and in date certificate and bring it or a copy to the course. Delegates with lapsed or incorrect certificates will not be accepted on the course and full fees will be payable.
- 1.3 Candidates must make 100% attendance on all courses.
- 1.4 Candidates can be substituted at no extra charge for the same course.
- 1.5 Ashtree Management Services Ltd reserves the right to cancel or re-schedule courses at any time and the extent of liability for cancellation of the course is limited to any course fee paid.
- 1.6 Certificates will be despatched to customers once payment has been received in full. Ashtree Management Services Ltd can take no responsibility for certificates lost in the post provided proof of postage can be produced. Replacement certificates will be charged for at cost price. The customer can request a recorded postal method to be used at time of booking, this will be charged for at cost. Notification of missing certificates must be given to Ashtree Management Services Ltd in writing within 30 days of the certificates being sent to allow the post office to investigate the loss.
- 1.7 Ownership of the copyright of all course materials and documents shall remain with Ashtree Management Services Ltd. Delegates may use such materials and documents for their own personal use and such materials and documents shall not be copied, given, sold, assigned or otherwise transferred in whole or in part to any third party.

2. Courses at Customer's Venues

- 2.1 Customers are required to provide full contact details for the course venue including telephone number. It is essential our tutor's are able to contact the venue in the case of travel delays or sickness.
- 2.2 Customers are required to provide the facilities agreed at the time of booking to enable the course to take place. Where such facilities are not provided the course will be deemed to have been cancelled by the customer and be subject to the conditions of cancellation.
- 2.3 All courses are subject to a maximum number of delegates to ensure personal contact with the tutor can be maintained. Additional numbers of delegates may be accommodated on some courses but only with prior agreement with Ashtree Management Services Ltd at the time of booking and any agreed over capacity will be charged for on a pro-rata basis. Under no circumstances will additional delegates be allowed to join the course on the day of training.
- 2.4 Delegates arriving more than 30 minutes after the start time will not be permitted to join the course unless prior agreement with Ashtree Management Services Ltd has been agreed.
- 2.5 For courses accredited by a third party (CIEH, HSE, OCN) delegates will be certificated provided they successfully complete the assessment conducted at the conclusion of the course. For other courses, attendance certificates will be issued showing the modules completed.
- 2.6 Course cancellation by the customer: No charge will be incurred provided that cancellation is made in writing to Ashtree Management Services Ltd at least 20 working days before the course commencement date otherwise a cancellation charge will be made. This cancellation charge will be waived if the course is re-scheduled. Course cancellation charges will include where appropriate, any candidate examination fee.
 - 2.6.1 City & Guilds Diploma's or (NVQ's) – Once we have received your application and a signed order confirmation you will be liable for the whole fee unless we receive written notification of cancellation. Our terms of cancellation are as follows and are exclusive of VAT at the applicable rate:
 - 20 working days or more – 100% refund.
 - 10 working days up to 19 working days – 75% refund
 - 5 working days up to 9 working days – 50% refund
 - Less than 5 working days notice – 0% refundNo refund will be made once the course has started except in exceptional circumstances and then only at the discretion of the Directors. If you miss / cancel / do not complete the required work on 3 occasions Ashtree reserves the right to cancel the course with no refund.
 - 2.6.2 Short courses – Once an order confirmation has been sent you will be liable for the whole fee unless we receive written notification of cancellation. Courses cancelled in writing by the customer become liable for the following charges (exclusive of VAT at the applicable rate):
 - 20 working days or more – 100% refund.
 - 10 working days up to 19 working days – 75% refund
 - 5 working days up to 9 working days – 50% refund
 - Less than 5 working days notice – 0% refund
 - 2.6.3 All courses – No refund will be made for non attendance on a course. In the unlikely event of a cancellation of a course by Ashtree, we will endeavour to inform the customer (all participants in the case of open courses) as soon as possible, although please be aware this is not always possible. All course fees paid will be reimbursed in full but we are unable to reimburse any other costs which may have been incurred.
- 2.7 Client / manual handling courses: The information and instruction is designed to make delegates aware of the risks involved in the manual handling of clients and a limited number of inanimate objects and offer some solutions to reduce those risks arising from such manual handling operations. In designing these courses, the authors have assumed that the individuals who will undertake the physical exercises, handling techniques and other pursuits within these courses are fit to do so. The information and advice given throughout these courses is the best available at the point of publication. However, all manual handling operations carry an element of risk. Therefore, Ashtree Management Services Ltd can carry no responsibility whatsoever for injuries or mishaps howsoever caused either resulting from these courses, or arising from decisions made following the course.
- 2.8 Ashtree Management Services Ltd are signatories to the Better Payment Practice Campaign and are committed to payment of all invoices within the agreed credit limits. This is a practice that we also expect of our customers and for those customers whose payment is not received within 30 days of the invoice date Ashtree Management Services Ltd reserve the right to make full use of the legal provisions of the Late Payment of Commercial Debts (Interest) Act 1998.

3. Open Courses

- 3.1 Invoices will be issued prior to the course commencement. The appropriate fee must be paid 7 working days prior to the course start date.
- 3.2 Candidates wishing to transfer from one course to another will incur an administration charge of 25% of the course fee. Requests for transfers with less than 7 days notice of the course start date will be classed as a cancellation and charged the full course fee.
- 3.3 Full fees will be due if delegates cancel within 5 days before the course start date or for non-attendance.
- 3.4 Joining instructions for candidates will be issued by Ashtree Management Services Ltd in advance of the course dates. However, it is the employers responsibility to ensure all candidates are aware of the course details.

Compliments and complaints

Please send compliments of our service to the email address below. If you have a complaint or concern about the service you have received from Ashtree Management Services Ltd or any of our staff, please let us know. We hope that most problems can be resolved easily and quickly at the time they arise and with the person concerned. If however, this is not the case and you wish to make a complaint, we need you to inform us of the situation by telephone (02476 403840) as soon as possible after the incident. All complaints should be directed to Mr J Edwards, 16 Harpenden Drive, Coventry, CV5 7QF or via email jon@ashtree.co.uk We will issue you with a complaints form to fill in and post back to us. Alternatively you may request an appointment with Mr J Edwards to discuss your concerns, he will explain the companies procedure to you and will ensure your concerns are dealt with promptly.