

# Terms and Conditions

Version 2023\_01



## Bookings

All fees must be paid on receipt of invoice or in strict accordance with payment terms for account customers.

## Transfer Charges

If you wish to transfer any courses or services, the following additional transfer charges will apply for each transfer processed:

### Open Training Courses

Notice Period	Fees (except NEBOSH)	Fees (All NEBOSH Training Courses)
5 or less working days	Full fee payable	Full fee payable
6 to 15 working days inclusive	25% course fee payable per delegate	50% fee payable per delegate
16 to 20 working days inclusive	£25.00 fee payable per delegate	25% fee payable per delegate
21 working days or more	No charge	£150 fee payable

### Private Training Courses and Consultancy Services

Notice Period	Fees
5 or less working days inclusive	Full fee payable
6 to 10 working days inclusive	50% course / service fee payable
11 to 20 working days inclusive	25% course / service fee payable
21 working days or more	No charge

All transfers will be subject to the original booking / invoice being paid in full within the terms of the original booking.

## Cancellation Charges

If you wish to cancel any course or service, the following charges will apply for each cancellation processed:

### All Training Courses and Consultancy Services

Notice Period	Fees (Except NEBOSH)	Fees (All NEBOSH Training Courses)
10 or less working days	Full fee payable	Full fee payable
11 to 15 working days inclusive	50% of course / service fee payable	50% course fee payable
16 to 20 working days prior	25% of course / service fee payable	25% course fee payable
21 working days or more	No charge	£150 fee payable

## Change to or Cancellation of Courses or Services

Course contents, prices and dates are correct at the time of going to press.

From time to time it may be necessary, for reasons beyond our control, to change the content, timing or price of a course. In cases where it is inadvisable to go ahead with the planned training / consultancy service (e.g. due to force majeure or severe (red) weather / flood warnings being issued), every effort will be made by SSG to provide advance notification of any such cancellation.

In the event of a course or service being cancelled, clients will be offered an alternative date, credit note or full refund.

## Certification

Certification will be processed upon course completion and receipt of full payment.

## Payment Options

All invoices will be raised following confirmation of booking. All fees must be paid on receipt of invoice or in strict accordance with payment terms for account customers. Please allow enough time for payment to reach us before the due date.

### How to Pay

- By BACS transfer  
Payment can be made direct to SSG by BACS transfer using the following account details  
**Bank:** Bank of Scotland                      **Account Number:** 06011095                      **Sort Code:** 12-13-55
- By Post  
Please make cheques payable to **SSG Training & Consultancy** and post to Valley House, Valley Road, Plympton, Plymouth, Devon PL7 1RF
- By Credit or Debit Card  
SSG can accept payment by Credit or Debit card. Please contact us on 01752 201616 where a member of our team will be happy to take the payment over the telephone or provide you with a copy of our booking form. You will need to have the following details ready to make the payment:
  - Card Type
  - Account Number
  - Expiry Date
  - Security Number (last 3 numbers on back of card)

Once payment has been taken, you will receive confirmation of the transaction in the post.

### Invoice / Account queries

Any queries relating to invoices should be raised within 7 days by contacting our accounts team. Customers wishing to be considered for account terms should contact the accounts team.

### Accounts Team Contact Details

01752 204247 or [accounts@ssg.co.uk](mailto:accounts@ssg.co.uk)