



Terms and Conditions

It is our aim to make it as easy for you to access services from First Safety Training Services (FSTS). The following conditions are therefore intended to be as simple as possible whilst protecting our viability as a leading supplier of training.

- Bookings may be made either online or by telephone.
- Payment should be made at time of booking or via prior arrangement by invoice, which must be paid within 21 days of receipt or on the course (whichever is sooner)
- Should circumstances mean that you need to transfer to another FSTS course, then the following charges will apply:

More than 2 weeks prior to the course.....no charge

Less than 2 weeks prior to the course.....a transfer fee of £25 may be charged.

- If you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

More than 2 weeks prior to the course.....no charge

Less than 2 weeks prior to the course.....50% of course fees

Up to 5 working days inc Non-attendance Full Fees plus costs.

- If you arrive late for a course, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases the course fees remain payable.

- All above charges may be waived at the discretion of FSTS if it is thought this is warranted by the circumstances.

- FSTS reserve the right to cancel any course if there are insufficient numbers to run a viable course. You will be given as much notice as possible of this and an offer of a free transfer to another course date, or a full refund of fees paid.

- Where a customer has not paid previous course fees, FSTS reserves the right to cancel a booking and charge a cancellation fee where appropriate.

Guideline to Candidates/Employers

- Many of the training courses offered by FSTS are physically demanding. It is the employer's responsibility to ensure that candidates are free from any condition which could affect their capability, and have the aptitude to cope with an intensive course.