



Specialist Access & Rescue  
Products Ltd.

## Booking Terms and Conditions

These Booking Terms and Conditions ("Terms") govern the relationship between Specialist Access & Rescue Products Ltd ("we," "us," or "our") and the client ("you," "your") when booking training services. By making a booking, you agree to these Terms.

### 1. Booking Process

- 1.1 All bookings must be confirmed by email.
- 1.2 A booking is confirmed upon receipt of full payment or a purchase order.
- 1.3 We reserve the right to decline bookings at our discretion.

### 2. Payment Terms

- 2.1 Payment must be made in full at the time of booking unless the client has a credit account with us.
- 2.2 Payment can be made via credit/debit card, bank transfer, or other accepted methods specified during the booking process.
- 2.3 All fees are quoted in GBP and exclude VAT unless stated otherwise.

### 3. Cancellations and Refunds

#### 3.1 Client Cancellations

- Cancellations must be made in writing.
- If you cancel more than 28 days before the course start date, you will receive a full refund, less a 5% administrative fee, at our discretion.
- Cancellations made between 14-28 days before the course start date are subject to a 50% cancellation fee.
- No refunds will be issued for cancellations made within 14 days of the course start date.

#### 3.2 Company Cancellations

- We reserve the right to cancel or reschedule courses due to unforeseen circumstances.
- If we cancel a course, you will be offered a full refund or the option to transfer to an alternative date.

### 4. Transfers and Substitutions

- 4.1 Course transfers must be requested in writing at least 14 days before the course start date and are subject to availability. An administrative fee of £50 may apply.
- 4.2 You may substitute a delegate at no extra charge, provided you notify us at least 48 hours before the course.

### 5. Course Content and Changes

- 5.1 We reserve the right to modify course content, trainers, or venues as necessary.
- 5.2 Any changes will be communicated to you as soon as possible.

### 6. Liability

- 6.1 We will not be held liable for any indirect or consequential loss arising from course attendance, cancellation, or rescheduling.
- 6.2 Our total liability for any claim shall not exceed the course fee paid.

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## 7. Intellectual Property

7.1 All course materials, including but not limited to manuals, presentations, and recordings, remain our intellectual property.

7.2 You may not reproduce, distribute, or share course materials without our written consent.

## 8. Data Protection

8.1 We will process your personal data in accordance with applicable data protection laws and our Privacy Policy.

## 9. Governing Law

9.1 These Terms are governed by the laws of England and Wales.

9.2 Any disputes will be subject to the exclusive jurisdiction of the English courts.

## Contact Us

For any questions regarding these Terms, please contact us:

- Email: [training@sar-products.com](mailto:training@sar-products.com)
- Phone: 0161 621 0309

By proceeding with your booking, you confirm that you have read, understood, and agree to these Terms.