

GSS Training Terms and Conditions

1. PAYMENTS:

1.1 Course fees will be due for payment upon receipt of booking request.

1.2 Course fees do not include accommodation or travel.

2. REPLACEMENT DELEGATES:

2.1 Replacement delegates must be notified in writing to info@gss-ukltd.co.uk with at least 7 days' notice

2.2 Replacement delegates with less than 7 days' notice may be subject to any reasonable charges incurred by the training provider relating to the change of delegate

3. CANCELLATION POLICY

3.1 Cancellation Received in writing to info@gss-ukltd.co.uk before the first day of the course. Please note refunds are only applicable where the course fees are paid in full.

- 20 Working days or more – 100% refund
- 10 – 19 Working days – 50% refund
- Less than 10 days – 0% refund

3.2 Where course fees have not been paid then the course fees remain due and in full. The cancellation date is agreed as the date of payment in full.

4. COURSE TRANSFER:

4.1 Course transfers are permitted without incurring any extra charges where

- The course is paid in full
- Notification in writing to info@gss-ukltd.co.uk is made more than 20 working days before the course commencement

4.2 Course transfers are permitted with an administration fee of £50 where

- The course is paid in full
- Notification in writing to info@gss-ukltd.co.uk is made more than 5 working days and less than 20 working days before the course commencement

4.3 Course transfers are not permitted with less than 5 working days notice

5. COURSE CANCELLATIONS:

5.1 In the unlikely event that GSS (UK) Ltd need to change the date of the course then the delegate will have the option to receive a credit or refund. We will not be liable for any other costs incurred by the delegate or consequential damages.

5.2 Should the location of the Training Venue be changed then no refund or credit will be offered where the new venue is within 10 miles of the original venue

6. GENERAL:

6.1 GSS (UK) Ltd will not be responsible for any loss or damage to property of the delegate

6.2 The delegate shall indemnify GSS (UK) Ltd from any loss or damage caused to the training venue, facilities or equipment by the delegate.

6.3 Delegates are advised to follow all reasonable instructions of the Trainer especially in relation to Health & Safety and Course instructions.

7. INTELLECTUAL PROPERTY:

7.1 All course material and resources are the sole property of GSS (UK) Ltd.

7.2 None of the course materials or resources may be shared, copied or distributed without written permission of a Director of GSS (UK) Ltd.

8. GSS Company Policies

8.1 A full list of GSS Policies, including but not limited to, GDPR, Privacy, Confidentiality, Environment, Health & Safety can be viewed at <https://globalsolutionservices.co.uk/policies/>

8.2 Copies of any policy can be requested by email to info@gss-ukltd.co.uk