

TERMS AND CONDITIONS

GENERAL

The terms and conditions of trade of Kõrgtööde Koolitused OÜ (hereafter called the Company) are contained herein. Quotations are made and orders accepted subject to the Terms and Conditions. If any document placing an order on the Company includes or refers to other terms and conditions of contract then these shall not apply unless agreed in writing by the Company. No addition to or variation of these conditions will bind the Company unless it is specifically agreed in writing signed by a Director or authorised Manager of the Company. These terms and conditions will form the basis of all contracts with the Company, unless otherwise specified by the Company. All bookings made will be finalised by receipt of a letter of confirmation from the Company by either post or email. These terms and conditions are correct at the date shown on the relevant course booking form but the Company reserves the right to vary them without notice. An updated copy will be supplied to the client if applicable.

TRAINING COURSES - DELEGATES REQUIREMENTS

Where the training being provided is other than theoretical, delegates must provide, unless previously agreed by the Company, their own overalls, safety gloves and safety footwear. Delegates must be physically capable of withstanding the rigours of training. If there are any doubts relating to this, the Company may refer the delegate to a GP at no cost to the Company. The onus is entirely with the delegate to ensure his or her fitness to undergo training and the Company does not accept any responsibility in this regard. Equipment owned by or leased/lent to the Company must not be removed from the training environment. Any damage to Company equipment or property caused by delegates will be invoiced to the relevant client. Certificates are awarded at the discretion of the Company, and only to those who successfully complete the training satisfactorily. Certificates are not issued purely for attendance unless otherwise agreed prior to course commencement in which case appropriate wording will be used on the certificate.

Delegates are required to be punctual at all courses and sessions. Consumption of alcohol or non-prescription drugs is not permitted during training nor should they be consumed immediately prior to training. The Company will refuse to train any delegates who infringe this condition and will require them to leave Company premises. Where a delegate is undergoing a course of prescribed drugs they should inform the Company of the nature of the drug and any side effects. The Company may then seek assurance that training can be carried out without risk. The decision of the Company in relation to this is final.

PRICES

Unless otherwise indicated written quotations remain valid for a period of 30 days from receipt. The Company reserves the right to vary prices, products and services supplied in accordance with changes in circumstances, which may prevail, at any time. Unless otherwise stated, all prices quoted are inclusive of VAT, which will be charged at the rate current at the time of due payment.

SETTLEMENT TERMS

Payment for all training booked and confirmed by the client must be made prior to the training course booked. All training courses booked will include the relevant registration, administration and certification fees within the costs quoted.

HEALTH AND SAFETY

Where training is carried out on the Company's premises, all delegates must conform to and comply with the Health and Safety Policy as laid down by the Company from time to time. Breaches of this policy may result in the delegate being suspended or excluded from the course and premises. Where training takes place on premises or areas specified by the client then the client shall use his best endeavours to ensure that such premises or areas are safe and without risk for employees of the Company. All risk areas must be clearly identified and marked by the client.

Financial Figures and Deadlines to Customize:

- Minimum age for first time candidates: 18 years old
- Required logged hours for upgrading personnel: 1000 hours
- Minimum years of experience at current level for upgrading personnel: 1 year
- Time allowed for cheque to clear: 5 working days
- Validity of written quotations: 30 days from receipt
- Cancellation/postponement refund policy:
 - More than 7 Days prior to course start date: Full refund
 - Between 7 and 3 days prior to course start date: 25% refund
 - 3 days or less prior to course start date: No refund