

Training Terms and Conditions

HETAS Course bookings:

It is the responsibility of the delegate to ensure they have booked onto the correct course and that they meet the required pre-requisites for that course. In order to secure a course place we must be in receipt of the following:

- A completed, signed application form.
- A passport sized photo of yourself.
- A deposit of £125.00 (plus VAT) per place booked.
- Evidence of pre-requisites for the course.
- Places are limited and are allocated on a “first come, first served” basis.
- Confirmation of your booking will be sent when the correct documentation and full payment has been received.
- Windhager UK Ltd reserve the right to amend or cancel any course times or dates. If a course does not have the required minimum number of delegates we reserve the right to cancel the course. As a course may be cancelled at any time up to 14 calendar days prior to its start, we recommend that travel and accommodation arrangements are not made before this time.

Course Payments:

- A deposit of £125.00 (plus VAT) must be sent with the application documents in order to secure the booking. At this point the booking will be deemed to be “provisional”.
- The full balance of the course cost must be made at least 14 calendar days prior to the course date.
- If the full balance is not received 14 calendar days prior to the course taking place, Windhager UK reserve the right to reallocate the course place.
- Course fees include the provision of all course material.
- There is an additional fee of £150.00 (plus VAT) for the Experienced Worker Route Portfolio assessment which should be paid when the deposit payment is taken.
- Course fees are subject to change.

Course Cancellations

By Windhager UK:

- Windhager UK Ltd reserves the right to amend or cancel any course.
- Windhager UK Ltd will endeavour to transfer delegates onto suitable alternative courses before refunds are given.
- If Windhager UK Ltd cancel a course, delegates will be offered an alternative suitable date or a full refund.

By Delegate:

- Should the course booking be cancelled by the delegate 14 days or more prior to the course taking place and the delegate has paid the deposit only, the deposit of £125.00 (plus VAT) will be non-refundable.
- Should the course booking be cancelled by the delegate 14 days or more prior to the course taking place and the delegate has paid the full balance of the course the difference between the full course cost and the deposit will be refunded with a 10% administration fee deducted.
- Should the course booking be cancelled by the delegate between 7 and 14 days prior to the course taking place then 50% of the difference between the full course cost and the deposit will be refunded with a 10% administration fee deducted.
- Should the course booking be cancelled by the delegate less than 7 days before the course taking place then no refund will be payable.
- If a delegate fails to attend a course or fails to complete a course no refunds can be claimed from or are payable by Windhager UK Ltd.

Personal Protection

- Delegates should ensure that they are suitably dressed for both classroom and practical sessions, safety boots, safety gloves and eye protection may be required and are not provided by Windhager UK Ltd.

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