

ENGAGING SAFETY LIMITED TERMS & CONDITIONS OF BOOKINGS REFUNDS, SUBSTITUTIONS,

Engaging Safety Limited has a no refund policy.

The customer may substitute a delegate(s) prior to the start of the open course at no additional charge subject to the new delegate(s) suitability.

The customer may change the date of attendance of a delegate(s) or cancel attendance at an open course subject to the following scale of charges.

Course transfers or cancellations are subject to the following scale of charges.

Transfer and Cancellation Fees Notice to be given by the Customer to Engaging Safety Limited:

NOTICE PERIOD	TRANSFER	SUSTITUTION	CANCELLATION
More than 14 days	0%	0%	100%
7-14 days	0%	0%	100%
Less than 7 days	25%	0%	100%

In relation to transfers, the customer agrees that if a replacement booking is not confirmed within 5 days then the applicable cancellation fee will apply.

CANCELLATIONS AND CHANGES TO COURSES BY ENGAGING SAFETY LIMITED

Engaging Safety Limited reserves the right to cancel or change a course and will undertake to provide reasonable notice of the cancellation or change.