Terms & Conditions for Forklift Training Bookings

1. Payment Terms

- All training must be paid for in full before the commencement of the course unless a credit account is in place and confirmed by our accounts department.
- Failure to make payment in advance may result in the cancellation of the booking without notice.
- Accepted payment methods:
  - BACS (Preferred)
  - Credit or Debit Card – **corporate and business cards only**. A 1.75% card processing fee applies. Personal debit or credit cards cannot be accepted; please pay by BACS instead.
  - Direct Debit
- All prices quoted are plus VAT at the prevailing rate.
- Late payments will incur interest at the Bank of England base rate plus 4% per annum, calculated daily from the due date until full payment is received.
- Certificates will not be sent to the customer until full payment is received unless a credit application is in place. Credit applications can be applied for at: https://forkliftagency.co.uk/account-application/

2. Booking Amendments & Cancellations

- Any changes to bookings, including rescheduling or cancellations, must be made at least 14 days before the scheduled training date.
- Changes made within 14 days of the training date may incur an admin fee of £35 + VAT.
- Cancellations will be charged as follows (working days exclude weekends and bank holidays):

14 or more working days before training	**No charge**
14 – 7 working days before	**£75.00 + VAT**
7 – 3 working days before	**£175.00 + VAT**
0 – 3 working days before	**Full cost of training**

- Failure to provide sufficient notice may result in the full cost of the training being charged.

3. Training Day Requirements

- Employees must be available on the scheduled training date; failure to attend may result in the full training cost being charged.
- The relevant equipment (e.g. forklift) must be fully charged or fuelled and ready for use, and serviced and maintained as per the manufacturer's requirements.
- All necessary pre-use safety checks must be completed before training commences.
- BRITTOP registration is optional; please contact the team for any additional information.

4. Liability & Compliance

- The company is not responsible for any loss or additional costs incurred due to non-compliance with these terms.
- It is the responsibility of the client to ensure that training takes place in a safe and suitable environment.
- All trainees must comply with the health and safety regulations provided by the trainer.
- All training is carried out in accordance with HSE Guidelines and complies with this policy: https://forkliftagency.co.uk/about/health-safety-at-work-act-1974-haswa/

5. Complaints Procedure

- If you have a complaint regarding any aspect of the training or service provided, please contact our team as soon as possible.
- Complaints must be submitted in writing via email or post, detailing the issue and any relevant information.
- We will acknowledge all complaints within 5 working days and aim to resolve them within 14 days.
- If you are not satisfied with the resolution, you may escalate the complaint to management for further review.

6. General Terms

- By making a booking, the customer agrees to abide by these terms and conditions.
- The company reserves the right to amend these terms as necessary, with prior notice where applicable.
- We use sub-contractors working on behalf of Forklift Agency as well as our own employees, all of whom have been checked and their paperwork verified by our team.
- Forklift Agency reserves the right to refuse training to any trainee or company that does not comply with safety requirements or payment obligations.
- All data collected during the booking process will be handled in accordance with our privacy policy and GDPR regulations.

Signed: _____
(Position)
(Date)