



**EBO Protect Ltd**  
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## **BOOKING TERMS AND CONDITIONS**

### **Interpretation**

In this Agreement, reference to 'EBO Protect', 'us', 'we' and 'our' are references to EBO Protect Ltd accompanied by a signed copy of these terms and conditions, together with either a cheque or proof of direct payment for a £200.00 deposit.

### **Booking**

By signing the booking form, you agree that you will be liable for the full cost of the training package (including accommodation and registration fees), specified in the booking form. Bookings are strictly non-transferable. EBO reserve the right to cancel any booking (in whole or part) or to postpone course dates without liability in the event of any contingency, which is beyond our control that does, or is in our opinion, likely to prevent, hinder, delay, interrupt or interfere with the provision of the course or any part of it. Delegates should be aware that in circumstances where courses cover more than one subject area, the course may take place at separate locations. Trade Services reserve the right to make such reasonable amendments to the published course programme, as we shall at our discretion decide.

### **Physical Requirements**

Whilst EBO will take all reasonable steps to make courses as inclusive as possible, some courses will nevertheless require you to have a suitable level of physical fitness and attributes. By signing our booking form, you are warranting and representing to us, and we are relying upon such warranty and representation, that you have the required level of physical fitness and attributes for the course which you attend and therefore if you have any doubt, you should discuss this with us before submitting your booking form.

### **Fees**

Any booking form received by us twenty-one days or more in advance of the course start date must be accompanied by either the Deposit or payment in full of the course fees, and in the absence of either such payments, the booking will be considered provisional only and will not secure a place on the relevant course. Any booking made for a course, the start date of which is less than twenty-one days after we receive your booking form must be accompanied by payment in full of the course fees. We will endeavor to facilitate late bookings, however we retain the right to reject any late bookings in our absolute discretion. Anyone wishing to make a late booking is advised to check with our office as to availability prior to submitting their booking form. EBO will, under no circumstances, reimburse delegates for non-completion of a course or courses for whatever reason. Equipment and materials are available for use whilst on courses, but students are required to bring with them work boots and overalls. If you pay any fees by credit or debit card, we shall add such banking fee to the course fee as we are charged by the credit card company.

### **Cancellation**

You may cancel your booking by giving us written notice to that effect, which must be received by us not less than twenty-one days before the start date of the course, and within fourteen days of receipt of such notice, we will refund to you the course fees that you have paid, excluding the Deposit which is not refundable in any circumstances. If notice of cancellation is received by EBO less than twenty-one days before the start date of the course, you will remain liable to pay the course fees in full. If the student becomes ill during the 21 days before the start of the course or during the course itself EBO will provide the student with a credit note. The student is still liable for the full cost of the course.

**Accommodation**

All accommodation is on a bed and breakfast or self-catered basis. You may be accommodated in a private property, hotel or guesthouse. You may be in a single room or be required to share, depending upon availability.

**Duration of the Course**

Course durations may be subject to change at certain times of year, e.g. Bank Holidays.

**Exams**

Exams take place at various times of the year, the timing of which is governed by authorising bodies. EBO do not guarantee that on completion of a course delegates will pass examinations for which they have been studying, and EBO will not refund any part of the course fee by reason of a delegate failing an examination.

**Liability**

Save as is expressly provided herein all statements, conditions and warranties, statutory or otherwise, are hereby excluded and deemed to be inconsistent with these terms and conditions. EBO will not be responsible for any loss or damage or injury suffered by a delegate on route to or from the course, whilst attending the course (subject to the clause below) or arising directly or indirectly as a result of the delegate's attendance at the course. Insofar as we are able to do so by law, Trade Services hereby exclude all liability for death or personal injury of a client occurring on route to or from or whilst attending a course.