

## Terms, Conditions & Policies

### Payment Terms:

Full payment is due on receipt of invoice and prior to the course if not already paid at the time of booking. Payment can be made by debit/ credit card and BACS. Should you require your invoice to be made by bank transfer which the details are also listed on invoice, full payment to reach us 48 hours prior to commencement of the course/s to secure you place. Under no circumstances will training be delivered unless full payment is made prior to the date of the course.

Before you make the payment, you need to check the invoice for the course title(s), amount, and other details to make sure these are exactly what you requested. In case of any disparities / inaccuracies, please call the office promptly on 0151- 486 8700.

East Shore Services reserve the right to change the course fees when necessary.

We would be grateful if you send a quick email to [info@eastshoreservices.com](mailto:info@eastshoreservices.com) to notify your payment has been made. Please always reference your invoice number / your name to help us locate your payment.

Please be advised that you need to read the acceptance letter carefully for the course title(s), date, location, prerequisites and required ID.

It is your responsibility to ensure that you meet and provide evidence for the prerequisites outlined on Acceptance Letter.

Please be aware that candidates who do not achieve certification will not receive a refund of the fees which have been already paid.

### Course Cancellation - Terms and Conditions

If you choose to cancel, the following Terms & Conditions apply:

- Notice received more than 10 working days prior to the course start date. **Full refund**
- Cancellation between 5-10 working days prior to the course start date. **50% refund**
- Cancellation less than 5 working days prior to the course start date. **No refund**

**East Shore Services Ltd reserve the right to cancel any course. In this case an alternative date/s will be offered.**

### Issues of Certificates

After completion of your course successfully, we submit your result to certifying body for certification. We do not issue any certificates ourselves and have no control over how quickly

certificates are issued. The certifying bodies will send certificate directly to the delegate. Due to massive increase in demand, some certificate might take longer to arrive.

### **Re- sits:**

We hope and do our best to do your assessment first time but if the required level of competency is not achieved, it may be necessary for candidates to have another attempt on the section which they have been unsuccessful in.

Please note all **candidates must be age 18 and over** before commencing of the course.

### **Rescheduling of Courses:**

If you wish to make a change to the course(s) dates for any reasons, please contact us so we can arrange to allocate a place for you on the next available course.

Candidates will only be allowed to transfer course dates once per transaction.

### **Complaints:**

Any complaints should be notified to East Shore Services Ltd. We promise every effort will be made to address/resolve this in a timely manner, following our documented complaint procedure.

You will be provided with a feedback form at the end of each course. Please make time to complete this as it allows us to measure your satisfaction with the training and gathering valuable insights for improving future programs.

### **Data Protection:**

We fully comply with the Data Protection Act 2018. You can find all information regarding how we collect, use and store your data on our website.

### **Photographic and Sound Recording Equipment:**

Please be aware that use of sound recording, and photographic equipment is strictly prohibited within any part of premises where the course is delivered. Any candidates found to be using this type of equipment during their training or assessment will be given notice and may be asked to leave their course with no refund of any payment.

### **Prices:**

All prices are in pound sterling and are exclusive of UK VAT (Value Added Tax). It is our

### **Print and Pricing Errors:**

Whilst we make every effort to check prices and specifications to the best of our ability, errors and omissions are possible and no responsibility will be accepted for this.

Although it is our aim to offer courses and services at the most reasonable prices possible, if, due to circumstances beyond our control, we have to alter any advertised price, we reserve the right to do so without prior notice.

### **Course Material Copyright:**

Course material copyright is owned or licenced by our certifying bodies and East shore Services Ltd. Copying, adaptation or other use of course material is strictly prohibited.

### **Company Details:**

Trading Name: East Shore Services Ltd.  
Registered Name: East Shore Services Ltd.  
Company Registration Number: **11627282**  
Company registered in:  
Unit 39 Compass West Industrial Estate  
Liverpool  
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Telephone Number:**0151-486 8700**  
Email: **info@eastshoreservices.com**