



## General

Safety-Zone Ltd ensures that the terms and conditions are transparent and include provisions for refunds and course deferment, with disclaimers to confirm.

The parties to this contract are **Safety-Zone Ltd**, hereinafter referred to as **SZL** and the purchaser.

## Payment Terms

- Payment terms will be 7 days from the date of invoice, or 30 days prior to the course commencement, whichever is sooner.
- If cancellation is requested within 15 days of the course start date, immediate payment will become due.
- Failure to take up **SZL** goods or services within 15 days of the start date will be deemed as cancellation, and payment will become due.
- The purchaser must ensure that all orders raised to **SZL** state our terms of payment to reduce the risk of order refusal by **SZL**.
- **SZL** does not accept the purchaser's terms and conditions, and the purchaser's order for **SZL** goods or services will be taken as confirmation of the purchaser's agreement to **SZL's** conditions of sale.
- If a stage-payment agreement is made, the agreed dates and figures will be clearly stated on the invoices, and payment must be made as stated.
- **SZL** reserves the right to charge interest on any outstanding monies in accordance with our payment terms and, if necessary, to take legal action for recovery, including any additional costs incurred.

## Postage

- Postage costs provided are estimates, and on occasions, we may charge extra prior to shipping items.
- Customers in the European Union and other overseas countries should note that they are directly responsible for the full payment of any further tax or import duty incurred as goods are delivered.





## Cancellation

- Cancellation charges relating to bookings are based on the date of receipt of written cancellation.
- A partial refund of fees (less a 10% cancellation fee to cover costs) will only be made for written cancellations received at least 15 days prior to the start of the course.
- Refunds cannot be made within the 15-day period, but a substitute delegate may be sent (subject to their successful application).
- Failure to attend will be treated as a cancellation.
- Transfers to alternative course dates may be requested but will be at the discretion of **SZL** and subject to the same terms as cancellations.
- The request for transfer must be in writing and received at least 15 days prior to the course start date.
- A 10% transfer fee is applicable for course transfers. If the transfer is made within 15 days prior to the course start date, the full course fee is payable.
- The course information is accurate at the time it is posted on the website. However, we reserve the right to alter or cancel the event due to circumstances beyond our control. **SZL** accepts no responsibility for accommodation costs in the event of a cancellation, as any accommodation is booked directly by you and at your own risk. We recommend booking accommodation with a cancellable rate.

## Course Fees

- Fees include tuition, documentation, and refreshments but not overnight accommodation.
- We offer discounts for organizations booking more than one delegate onto the same course at the same time – contact us for further details.
- All course costs are correct at the time of being posted on the **SZL** website; please ensure that you check the current cost before placing an order.





## Joining Instructions

- Joining instructions will normally be provided in advance of the course start date.

## NEBOSH Exam Centre

- All fees must be paid prior to examination registration. Once the examinations have been registered, no refunds are available for either the NEBOSH exam fees or SZL admin fees. After an examination booking has been received, transfer of a booking to another examination can be made, but additional costs may be incurred.
- Regarding course practical exams, the timeframe to complete them is per the NEBOSH guidelines, that state that they must be taken within 10 working days of (before or after) the written exams.

## Venues

- Quality locations are used to enable delegates to attend on a residential or non-residential basis.

## Online Learning Specific

### Cancellation and Refund

- If the online course has not been accessed (logged into) by the user, the purchaser has the right to cancel the purchase within seven (7) days from receiving the SZL purchase confirmation email or letter.
- To cancel, the purchaser must email [info@safety-zone.scot](mailto:info@safety-zone.scot) with the e-learning course and purchase details.





## Access

- The purchaser will have access to the online training course for the period specified in the **SZL** confirmation email. Access to the online training course may cease if there is a purchase expiry date.
- **SZL** will endeavour to provide uninterrupted access to the online training material. However, access may be suspended, restricted, or terminated at any time.
- **SZL** reserves the right to change, modify, substitute, or remove any site information without notice, whether entered by **SZL** or the purchaser.

## General

- Failure by **SZL** to enforce strict compliance with these terms and conditions shall not be deemed a waiver of any provisions within them. No waiver by **SZL** of any breach by the purchaser shall be considered as a waiver of any subsequent breach of the same or any other provision.
- If any provision of these terms and conditions is found to be invalid or unenforceable in whole or in part, the validity of the remaining provisions shall not be affected.
- A person who is not a party to the contract with **SZL**, governed by these terms and conditions, shall not have any rights under or in connection with it by virtue of the Contract (Rights of Third Parties) Act 1999, except where such rights are expressly granted in writing by **SZL** in accordance with these terms and conditions. This does not affect any right or remedy of a third party that exists or is available.
- Any failure by **SZL** to enforce any terms and conditions will not invalidate the remaining terms and conditions.
- The liability of **SZL** under these terms and conditions is limited to the total purchase price paid by the purchaser.
- This contract is subject to the jurisdiction of the courts of Scotland.





## Privacy Policy 2025

- Our Data Protection and Privacy Policy can be found here:

<https://www.safety-zone.scot/data-protection>

## Complaints Procedure 2025

- Our Complaints Procedure can be found here:

<https://www.safety-zone.scot/complaints-procedure-policy>

SIGNATURE *Robin Clark*  
Managing Director

NAME **Robin Clark**  
DATE

