

Terms and Conditions – Public Training 2026

At PHSC Academy we like to treat all our clients and delegates as fairly and respectfully as possible, hence when booking training with PHSC Academy you agree to accept the terms and conditions as follows:

Payment

- Payment for bookings must be received no later than 30 days from invoice date or 14 days prior to the course start date, or immediately if the course starts sooner (unless otherwise agreed in writing with PHSC Academy Ltd).
- All payments must be made in pounds sterling.
- Payment can be made by:
 - BACS: Our bank account details can be found on your invoice. Please quote your invoice number as a reference.
 - Debit / Credit Card: Please call our office to give us your credit card details.
- PHSC Academy reserves the right to refuse attendance to a course where payment has not been received
- Course certificates will only be issued when full payment of the invoice has been received
- All fees are subject to VAT at the prevailing rate.

Cancellations, Transfers, and Substitutions

- **All Cancellations** are to be notified to PHSC Academy in writing or via email.
- There is no charge for cancellations received 30 or more days before the start of the course.
- Cancellations received 14 to 30 days before the start of the course will be subject to a cancellation fee of 50% (excluding VAT).
- Cancellations received less than 14 days before the start of the course will be subject to a cancellation charge of the full course fee (excluding VAT).
- **Transfer Fees** - There is no charge for transferring a public course booking to the same course on an alternative date provided you notify PHSC Academy in writing or via email 30 or more days before the start of the original course date.
- Course transfers will only occur if there is a place available for you.
- Only one free transfer can be made
- Transfer requests received 14 to 30 days before the start of the course will be subject to a transfer fee of 50% (excluding VAT).
- Requests to transfer received less than 14 days from the start date of the course will constitute a late cancellation and be subject to the full course fee being charged.
- **Substitutions** - Substituting one person for another on a course is allowable at no additional cost. You are requested to notify us in writing or via email as early as possible in order that we can make the necessary arrangements.
- Where there is bad weather or travelling conditions, no claim can be made for inability to attend should the course otherwise run as intended.
- PHSC Academy reserves the right to cancel a course at any time and offer an alternative date, a credit or a refund without any liability for consequential or indirect loss.

Intellectual Property

- All intellectual property in materials supplied on PHSC Academy training courses is subject to copyright and owned by PHSC Academy. Unauthorised distribution or reproduction is forbidden. Courses are not to be recorded in any way without the prior written consent of PHSC Academy.
- All information provided by PHSC Academy is given in best faith and PHSC Academy will not be held responsible for actions taken by the client, any other individual or organisation as a result of the information provided during the training course.
- Training programmes are correct at the time of advertisement. However, alterations may occasionally be necessary due to circumstances beyond our control. PHSC Academy reserves the right to alter published programmes, trainers, fees or venues without prior notice.

Health and Safety

- PHSC Academy (or its representatives) and course attendees shall comply with all applicable health and safety legislation and codes of practice during training.

Behavior

- PHSC Academy expects delegates to behave in a polite and appropriate manner whilst attending courses.
- PHSC Academy (or its representatives) reserves the right to exclude attendees in the event of disruptive, abusive or threatening behavior by an individual or group. In such an event, no refund will be payable.
- Delegates will be liable for the cost of repairs carried out as a result of any damage caused to any part of our training venue provider's property by the negligence, willful act/default of any individual or item brought into the venue by the delegate or his/her guests.

Force Majeure

- PHSC Academy (or its representatives) will not be liable for any failure or delay or for the consequences of any failure or delay in providing training, if it is due to any force majeure event including acts of God, war, industrial disputes, protests, civil disturbance, accidents, epidemics, fire, flood, storm, tempest, explosion, acts of terrorism, national emergencies or any other cause beyond its reasonable control.

Contact us:

- Address: PHSC Academy Ltd, Suite 9 Cumbernauld Business Park, Wardpark Road, Cumbernauld, G67 3JZ
- Telephone: 01236-734447
- International Calls +44 (0)1236-734447
- Email: training@qcsl.co.uk