



Scheme SP101



ISO:9001  
FS 29678



ISO:14001  
EMS 54701



Scheme SP203



Excellence in Fire Protection

## Terms & Conditions

### 1. Payment terms

Our standard payment terms is that payment is taken at booking unless otherwise stated. If payment by invoice has been previously agreed, the payment needs to be made 30 days from the date of invoice or prior to the course start date, whichever is sooner.

### 2. Course bookings

Bookings may be made by email, via the Griffin Fire website or phone. Telephone bookings must be confirmed in writing upon request. Please quote purchase order numbers where applicable.

### 3. Transfers

Should circumstances mean that you need to transfer to another Griffin Fire course, the following charges will apply, dependent on notice given:

- First transfer, made more than two weeks prior to the course start date - no charge
- One to two weeks' notice given - 50% of the course fee
- Less than one week notice given - 100% of the course fee.

All transfers must be taken within a period of six months from the original date.

### 4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by Griffin Fire by the due date.

### 5. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

### 6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

## 7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.