

## Workplace Fire Safety Training

### Terms & Conditions

#### Booking and payment conditions

All course bookings require completion of the online booking form on gov.je.

All course bookings made on the gov.je website must be completed using the online booking form and the new online payment system. At the time of booking, payment of the training fee is taken through the online system. Training fees must be paid in full at the point of booking. GST is not chargeable on training fees. Please contact **firesafety@gov.je** with any booking and payment related issues.

Discounts are available for charitable organisations only upon confirmation of your registered charity number.

Jersey Fire & Rescue will hold your details on file and may contact you in the future. Your details will not be passed on to any third parties. Please advise us if you do not wish your details to be held.

We regret that our Western Fire Station building is not accessible to people who use wheelchairs. Please contact us should you require training for people with access issues.

#### What the price includes

The course price includes all course fees, course materials and refreshments. Lunch is not provided. Parking is available for delegates at Western Fire Station.

#### Cancellations

The customer must notify Jersey Fire & Rescue if they wish to cancel any training course. Notification of cancellation should be made in writing to: **firesafety@gov.je**

Upon notice of cancellation of course place(s) the following charges will apply:

Notice period for cancellation	Percentage of fee payable upon cancellation
More than 28 days	0%
28 days to 14 days	50%
Less than 14 days	100%

The customer may change the names of those attending training at any time prior to the start of any training course.

Where a bespoke course is cancelled, Jersey Fire & Rescue reserve the right to charge for any development work that has been undertaken prior to cancellation.

Jersey Fire & Rescue will endeavour to accommodate requests from the customer for postponement, reductions in numbers, changes to duration or changes to agreed dates whenever possible, but reserves the right to impose a cancellation charge based on the above timeframes.

Jersey Fire & Rescue will also endeavour to run all courses to schedule, however in unavoidable circumstances, we reserve the right to cancel, alter or rearrange training courses.

Where this is necessary, transfer of course fees to a subsequent equivalent course or a full refund will be offered, but no further responsibility will be accepted for any other costs incurred by the customer.