



## 1. Definitions

In these conditions, the following terms shall have the following meanings:  
'Cable Training Services, We, Us, Our' = Cable Services Limited  
'You, Your' = The person named on the booking form  
'The Course' = The training course as indicated on the booking form

## 2. Contact Details

Cable Training Services is a trading name of Cable Services Limited  
Our contact address and details are:  
Cable Training Services, Bridge House, Bridge Road, Wrexham Industrial Estate, Wrexham, LL13 9PS  
Telephone - 01978 340450  
Email - training@cabletrainingservices.co.uk

## 3. Course Fees

- 3.1 No booking is confirmed until payment for non-account holding customers or order number by account holding customers has been received and acknowledged by Cable Training Services. The payment is not refundable.
- 3.2 For non-account holding customers, the course cost is payable 14 Days before the beginning of your course and if full payment is not received by that date Cable Training Services reserves the right to cancel or change your booking without a refund.
- 3.3 Payment can be made by Credit/Debit Cards, BACS Transfer and Cheques. Cheques must be made payable to Cable Services Ltd and cleared before the start of your course.
- 3.4 All payments banked and not honoured will incur a charge of £25.00 to cover our banking costs.
- 3.5 For account holding customers, the course cost will be invoiced on the first day of your training course.
- 3.6 Cable Training Services reserve the right to alter the course fees when necessary.

## 4. The Agreement

- 4.1 The agreement shall prevail over any marketing material or any electronic, written or oral representation made to you by Cable Training Services.
- 4.2 The agreement is not completed until the date shown on your acknowledgement letter, which we will send to you as soon as possible after receiving your completed booking form and payment / order number. Please check the acknowledgement letter carefully as this confirms completion of the agreement.
- 4.3. Any errors should be brought to our attention within seven days of the date of the letter or else the contents will be presumed to be correct.
- 4.4 By arranging payment for the course, you agree that we may commence performance of the contract by processing your booking. This affects your right to cancel this agreement.
- 4.5 Cable Training Services reserves the right to decline to accept any application for enrolment on any course.
- 4.6 Payments are non-refundable unless Cable Training Services cancel the course.

## 5. Our Obligations

- 5.1 Cable Training Services agrees to provide you with the product familiarisation training course indicated on the confirmation agreement.
- 5.2 Following completion of your training, and if applicable to the course you have attended, we will issue a certificate confirming attendance.

## 6. Your Obligations

- 6.1 You will attend courses during normal course hours which are from 8.30am to 5:00pm from Monday to Friday or weekend's dependent upon your booking. (These days and times may alter as Cable Training Services stipulate or by mutual agreement).
- 6.2 You will not use any disruptive, threatening or violent behaviour against any employee of Cable Training Services, third party trainers, any other attendee or any other person at the premises at which the course is being delivered. A breach of this provision may result in your immediate ejection from the course without reimbursement.
- 6.3 You will supply your own PPE (Personal Protective Equipment) and tools which will be suitable for the course. You will comply with Cable Training Services Enrolment, Induction, Health & Safety policy and Tool Box Talks.
- 6.4 You will already have experience in cable preparation and installations at the requested voltage level. A breach of this provision may result in you being ejected from the course without reimbursement or alternatively you may be allowed to continue with the course but on completion you will not be issued with a certificate confirming attendance.

## 7. Cancellation by Cable Training Services

- 7.1 Cable Training Services may terminate the agreement at any time and recover all sums due from you if you do not make payments on time or do not carry out your obligations under the agreement.
- 7.2 We will not provide a refund should we cancel because of a failure by you to pay the full balance of your course fees prior to the course start date.

## 8. Cancellation / Changes by You

- 8.1 Due to limited places available on our courses, the course cost (less the deposit) is refundable only if a written cancellation is received at our Head Office at least 21 days before the course commencement date. If highlighted on your acknowledgement letter, cancellation charges may apply for some courses and these will not be refundable or will be invoiced on the first day the course was due to commence.
- 8.2 If you are ill, or have an accident which makes you unable to attend the course, once recovered you may continue on a new course (provided we have written evidence from your doctor or hospital).
- 8.2 Booked courses are non-transferable.
- 8.3 You will not be reimbursed in the event you do not complete the course for any reason whatsoever.
- 8.4 Should you have to change your course dates; the payment is non-refundable. With 21 days' notice we will move your course to the next available date. There will be an administration charge of £25 and if highlighted on your acknowledgement letter, cancellation charges may still be applied to cover the cost of the instructor's pre-paid travel / accommodation arrangements and these will not be refundable or will be invoiced on the first day the course was originally due to commence.

## 9. Changes to the Course

Cable Training Services reserves the right to cancel or re-schedule any course and to make other amendments to the published programme without compensation, other than reimbursement of fees in the event of a course cancellation.

## 10. Copyright

Copyright of the course is owned or licensed by Cable Services Limited. Copying, adaptation or other use without the written permission of Cable Services Limited is prohibited.

## 11. Distance Selling

In the case of distance contracts (that is contracts made without any face to face contact), in accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a cooling off period in which you may cancel your enrolment by giving notice to Cable Training Services in writing or by email. This right expires 14 days from the date of your acknowledgement letter or upon your course commencing (if sooner).

## 12. Miscellaneous

- 12.1 Whilst Cable Training Services will take all reasonable steps to make courses as inclusive as possible, participation in any course requires that you are able to understand spoken English and write and read in English to GCSE level or equivalent.
- 12.2 Unless otherwise stipulated in your enrolment form, Cable Training Services may use your personal data for administrative purposes and may keep this information for a reasonable period and may contact you by email, mail, SMS or telephone to let you know about any courses or promotions which might be of interest to you.
- 12.3 Unless otherwise stipulated in your enrolment form, Cable Training Services may take photographs during your training course and use the photographs for marketing or promotional activities.
- 12.4 Completion of the course does not guarantee your competence to perform work or your ability to gain employment in the relevant field and Cable Training Services makes no representation as to such competence or ability. In undertaking any work, you must take care to ensure that the work is within your competence and you must seek further instruction or supervision, if necessary.

## 13. Complaints

- 13.1 We ask that you notify Cable Training Services immediately of any complaint and every effort will be made to address this in a timely manner.
- 13.2 At the end of each course you will be provided with a feedback form and we encourage you to complete this. If you fail to notify us of any problem it may seriously affect any right you may have to compensation.

## 14. Force Majeure

Cable Training Services shall not be liable for any failure in the performance of any of its obligations under this agreement caused by factors outside its control.

## 15. Value Added Tax

All prices/costs quoted for the course are exclusive of Value Added Tax at the prevailing rate.

## Cable Services Limited Terms and Conditions for Training

### Right to cancel

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will begin after 14 days from the day you receive the acknowledgement letter. To exercise the right to cancel you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or email).  
To meet the cancellation deadline it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### Effects of the cancellation

If you cancel this contract we will reimburse to you all payments received from you, including the costs received from you. We will make this reimbursement without undue delay and not later than 14 days after we receive back from you the notice of cancellation.  
We will make the reimbursement using the same means of payment as you used for the initial transaction so far as is practical unless you have expressly agreed otherwise; in any event you will not incur any fees as a result of the reimbursement.  
If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated to us your cancellation from this contract in comparison with the full amount of the contract. In the event that the course has started then there is no longer a right to cancel.