



Max Forklift Training Terms and Conditions:

Unless otherwise agreed in writing (or email), **standard Terms and Conditions** for the supply of *any* services (such as training or *any* other) are as described below and **apply to all bookings**. If any bookings are made it means that customer fully understand all Terms & Conditions below. Max forklift Training does *NOT* accept any other Terms and Conditions unless agreed in writing (or email).

Training Facilities:

Course will be held at the customer's premises. Address to be confirmed at the time of booking unless agreed otherwise. *Any* fees cover the cost of training materials supplied by us, use of appropriate facilities, lecturer's time and any room or equipment rental we undertake. Where relevant, examination fees and other related expenses will be charged to delegate(s) if agreed in advance.

Public courses may be undertaken using portable equipment such as laptop computers and may be in rented accommodation such as conference room, hotel or any other suitable place. Customers agree that they understand and accept this and shall advise Max Forklift Training if this is likely to be inappropriate for the delegate(s) concerned including their(s) specific medical conditions.

Provision of lunch and other subsistence requirements are the responsibility of the delegate(s) unless otherwise stated by Max Forklift Training at the time of booking.

Commercial Forklift and Plant Training:

It is the customer's responsibility to ensure that plant is fuelled (charged, filled with LPG or diesel) and in good working order to conduct the training. Examination or Lifting Operations and Lifting Equipment Regulations (LOLER) certificates must be in date and available for inspection at the start of the course at the instructor's request. As far as is reasonably practicable the truck on which the training is to take place must be available at all times during training. A suitable environment for theory sessions must be provided such as a training or meeting room recommended with large size of TV with HDMI or wireless connectivity.

Max Forklift Training does not accept any responsibility for damage to property or machinery caused during the training course caused by delegate(s). However, if it has been made because of instructor's fault – Max Forklift Training is fully insured and will be liable for that.

Candidates:

Customers are responsible for ensuring that the delegate(s) are suitable for the training course that they are attending. Max Forklift Training will not be liable for any refund in the case where delegate(s) do not meet the course pre-requests. Suitably qualified delegate(s) may be substituted or ejected at any time prior to the start or during the course. Where reasonably practicable all delegate(s) must be fully released from their workplace responsibilities to attend training. Customer MUST inform Max Forklift Training about any specific medical conditions candidate(s) may have what can affect the course.

In no circumstances will Max Forklift Training be liable to refund any expenses incurred by the delegate(s). This applies in particular (but is not limited) to any travelling, subsistence or consequential expenses incurred by delegate(s).

Cancellations:

The following cancellation charges apply (unless booking is made within a shortened time frame days are reduced):

Cancellation within 5 days of training commencement– 50% of invoice payable

Cancellation within 3 days of training commencement– 80 % of invoice payable

Cancellation within 2 days of training commencement - 100% of invoice payable

Payments:

Payment as per day rate agreed on each individual booking is required within 30 calendar days from the date on invoice unless otherwise agreed in writing (or email) prior to course commencement. Result of failing to honour payment on agreed day (starting from day 31) there will be a charge of £50 per calendar day added to the invoice until invoice is fully paid. Preferred method of payment is by BACS transfer. Credit and debit cards are not accepted unless stated otherwise. Payment details to be provided in invoices.

Feedback:

Max Forklift Training has a right to request individual online feedback from the candidate(s) even if working on subcontractor basis

Disclaimer:

This e-mail, together with any attachments, is confidential and intended solely for the use of the individual to whom it is addressed. Any views or opinions presented are solely those of the author and do not necessarily represent those of the company. If you are not the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited.

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