

Training Terms & Conditions

Last Updated 21.09.23

Booking

All training courses can be booked via telephone or by email. Once full payment has been received Specflue will send out an order confirmation along with a booking reminder. Payment will be taken at time of booking for our COD customers. Companies who have a Specflue credit account will be invoiced the day following booking. Specflue will not confirm any training spaces without full payment.

Courses

It is the responsibility of the candidate to ensure that they have booked onto the correct course. Should the wrong course be booked, no refund will be issued. All pre-requisites are the responsibility of the candidate to provide. Incorrect pre-requisites may result in a candidate being refused entry onto the course, and forfeiting all course fees. In the case of cancellations, Specflue will hold a waiting list for those wishing to attend fully booked courses.

Cancellations

Specflue regret that we are unable to offer refunds for course cancellations within two weeks of the course date. If due to extenuating circumstance you should wish to transfer to another date within this period then written notification or an email is required. Specflue will only allow one transfer for the same training course due to limited availability and scheduling. Specflue reserves the right to make amendments to course dates, fees or other details, and to make cancellations. In the unfortunate situation that we have to cancel a course, we will refund candidates fees.

Re-sits

In the event of failing a course assessment, the exam must be re-taken within three months of the original assessment. The cost of the reassessment is £55.00 + VAT. Some of the courses are split into two / three sections; theory and practical. In the event that both the theory and practical elements are failed the entire course will need to be retaken at full cost. If only one section is failed a £55.00 + VAT re-sit charge is applied and the exam is re-taken on a date agreed by both the Specflue Training Division and the candidate within three months of sitting the original assessment. The assessments for the BPEC are broken

into three sections. If the multiple choice section of this assessment is failed the entire course will need to be retaken at the full cost of the course.

Payment Method

Full payment must be received at the time of booking. Customers with Specflue Credit Accounts will have the right to add the training order onto their account like any other order.

Customers with cash accounts can pay by the following : Credit/debit cards and BACS payments are accepted. Cash payment is also accepted.

Personal Protection

Candidates should be suitably dressed for both classroom and practical sessions. Safety boots, safety gloves and eye protection may be required, and are not provided by the Specflue Training Division.

Course Materials

This will be provided when you arrive for your training, however we are happy to send course material prior to the training if requested. This will be sent recorded delivery and will require a signature. You will require the course material for the duration of your course; candidates must ensure they bring them on the first day. If course materials are lost, a charge for replacement will need to be made.

Accommodation

We have negotiated preferential rates with local hotels and B&B's, this charge is not included in your course fees. If required Specflue can make a booking on your behalf of the candidate. Booking acknowledgements will be sent to the account holder's details. Accommodation agreements entered into are solely your responsibility; Specflue is not responsible for any accommodation issues.

Confirmation of booking will be provided prior to the course date. Please do not travel without this information.