

Terms and Conditions

1. Upon booking your course with PERSES you have agreed to our terms and conditions.
2. All invoices for goods supplied, or work done, will carry a maximum credit of 30-days from the invoice date. For courses, full payment must be received before certification is released, without exception. A period of up to 14 working days should be allowed for the paperwork to be processed and the certification to be released.
3. All invoices or balances that remain unpaid after 30-days will accrue interest at the rate of 2% per month. All overdue accounts will be passed to our debt collection department after 60-days with 15% added to your invoice at this point. PERSES reserves the right to demand payment of all costs from customers who have breached the Terms and Conditions.
4. Any relaxation or indulgence granted to the customer by PERSES shall not be deemed in any way waiver of, or to prejudice, the rights of PERSES.
5. We reserve the right to cancel open courses should insufficient numbers be attending. We will make every effort to notify you 7-days in advance should this occur.
6. Should you cancel a course with PERSES, the following cancellation fees will apply:
 - Over 14-days prior to the course start date - No payment is required
 - From 14-days to 1-day prior to the course start date - Full payment is required
7. The instructor has the right to dismiss any delegate should they disrupt the course or attend the course under the influence of drugs or alcohol.
8. PERSES operates an equal opportunities policy and will exclude, after warning, any delegate who abuses on race, religion or sex grounds. A copy of this policy is available upon request.
9. Candidates must arrive 15-minutes prior to the course start time. No refund will be liable should delegates fail to arrive, leave early, fail to complete the course, or fail to achieve the criteria presented.
10. Refreshments details will be supplied at the time of booking.
11. Candidates will be expected to arrive with suitable Personal Protective Equipment (P.P.E.) if stated in the training course confirmation letter. All course requirements will be supplied at the time of booking. Should PERSES need to provide P.P.E., extra costs will be passed on to the client.
12. Traveling expenses may be incurred. Any additional costs will be specified at the time of booking. Additional costs will be invoiced after the course has taken place. This may include, mileage, travelling time, and overnight accommodation expenses.
13. If the Client provides the venue, equipment and materials, and these do not meet an acceptable standard, then PERSES reserves the right to cancel the course with full payment of the agreed fees; or, PERSES reserves the right to charge for the additional costs of providing suitable facilities so that the course may proceed.
14. Candidates attending scheduled extended courses, i.e. courses of more than one day, are required to attend all scheduled training days. Should any candidate not attend any one of the scheduled training days without prior agreement with PERSES, then PERSES will reserve the right to remove the candidate from the course. Full course fees will still apply.
15. PERSES will screen candidates for suitability for higher level courses. No refund will be offered should a candidate fail a higher-level course than we have advised they enter for.
16. Any problems which do arise will be resolved by discussion and negotiation if possible. If a problem cannot be resolved amicably, a complaint can be made to PERSES (David Betts via david@perses.org.uk) directly; or to the third party governing body if applicable.
17. Any alteration to our above standard terms must be in writing and signed by the customer and an authorised representative of PERSES.
18. Candidates must provide one form of I.D containing a photograph and signature. List of acceptable forms of ID can be found below¹ and must be no more than 6-months out of date.

¹ Passport – A valid passport of any nationality with a photograph of the candidate and their signature;
Photocard Driving Licence – A valid driving licence (UK or Non-UK) showing a photograph and printed full name;
Work ID card – Showing a photograph and printed full name – must refer to the candidate's present permanent employer;
EU County ID Card – Showing a photograph and printed full name;
CITB Scheme Card – Showing a photograph and printed initial and surname. Acceptable CITB scheme cards include CSCS, CPCS, CISRS and CCDO;
Student ID Card – Showing a photograph and candidate initial and surname, as well as the year of study or expiration date and name of the institution of study;
Citizen Card- Showing a photograph and printed full name – must display the pass hologram;
Trade Union Card – A current card with a photograph of the candidate and the candidate's signature;
British Armed Forces Card – Showing a photograph and for an employee of Armed Forces only (not a dependent or spouse);
Birth Certificate.