

# PERSES

## Booking Policy

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### Booking procedures

Prior online booking is essential if you wish to attend.

Upon booking your course with PERSES, you agree to our terms and conditions.

### Payment procedure

All invoices for goods supplied or work done will fall for payment within 30-days of invoice date. For courses, full payment must be received before certification is released.

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 payment of all costs charged and expenses incurred by it or its agents in the collection of monies due from the customer in addition to the price and interest thereon.

Any relaxation or indulgence granted to the customer by PERSES shall not be deemed in any way a waiver of, or to prejudice the rights of PERSES.

### General terms

1. Travelling 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.
2. If the Client provides the venue, equipment and materials and these do not meet an acceptable standard, Perses Ltd reserves the right to cancel with full payment.
3. Any problems which do arise will be resolved by discussion and negotiation if possible, if not by the terms listed. If a problem cannot be resolved amicably, a complaint can be made to PERSES Ltd (David Betts on [david@perses.org.uk](mailto:david@perses.org.uk)) directly or to the course governing / certifying body.
4. Any alteration to our above standard terms must be in writing and signed by the customer and an authorised representative of Perses Ltd.

### Course Etiquette

If you have been allocated a place on a course, please:

1. Arrive on time - 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.
2. Courses will start at the advertised time and participants arriving late may be excluded from joining the course. A grace period of 15-minutes will be granted at the start of any course to accommodate for travel issues and other external factors.
3. Sign-in on the Attendance Register, otherwise you will be marked down as a "non-attendee". Please note that it is your responsibility to remember to sign in on arrival. All candidates must produce photographic I.D before they can proceed with the training.

If the candidate does not hold either types of these I.D proofs, please contact us and we can arrange an I.D waiver form.

Without an appropriate form of identification, the candidate will not be permitted to take the training and all fees will be lost.

4. Expect to stay for the whole course - if you cannot stay for the whole course, e.g. because of other work commitments, please don't book a place.
5. Complete your feedback
6. Refreshment details will be supplied at the time of booking.

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7. 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.
8. Candidates attending scheduled extended courses i.e. courses over one day, are required to attend all scheduled training days. Should any candidate not attend any one of the scheduled training days without prior acceptance by PERSES, then PERSES will reserve the right to cancel the candidate from the course in which case the full course fee will still apply.

## **Cancellation procedure**

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.

Should you cancel a course the following cancellation fees will apply as per our terms and conditions

The instructor has the right to dismiss any delegate should they disrupt the course or be under the influence of drugs or alcohol.

## **Non-attendance policy**

Failure to attend a course on which you have been allocated a place without cancelling beforehand will be recorded as a "no-show" and will be invoiced at the full amount.

## **Temporary Illness, Injury or Indisposition**

Learners suffering with temporary illness, injury or indisposition at the time of the course will be given the opportunity to reschedule the course.

Rescheduling will be the sole responsibility of the learner.

Evidence of any illnesses, injuries or indispositions may be required to prior to the rescheduling being accepted.

## **Language other than English/Welsh/Irish (Gaeilge)**

There is an implicit assumption that someone holding a certificate in England will have competence in English at least to the level of the qualification. This is reflected in the regulations laid down by Ofqual and the other qualification regulators, as appropriate.

For learners whose first language is not English, Welsh or Irish (Gaeilge), it is not sufficient for them to be competent to operate only in the context of their first language.

The Ofqual document 'Regulatory Arrangements for the Qualifications and Credit Framework (2008)' has regulations in place for the assessment being carried out in languages other than English, Welsh or Irish (paragraph 5.21, page 31). This document applies to all accredited qualifications within the QCF. It has a further statement that it is the awarding organisation's responsibility to ensure that '...lack of proficiency in English, Welsh or Irish (Gaeilge) does not prevent the learner from properly carrying out the role that is supported by the qualification' (paragraph 5.21(b) page 31).

If assessment is carried out in a language other than English, Welsh or Irish (Gaeilge), clear evidence must be provided that the learner is also competent in English, Welsh or Irish (Gaeilge) to the standard required for competent performance throughout Great Britain.

Please see our Reasonable Adjustments and Special Considerations Policy

On behalf of PERSES

Signed:



Date: 28<sup>th</sup> of January 2026

Mr Stephen McCann – Managing Director