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## **Training School Terms and Conditions**

### **Application of Terms and Conditions**

GM Rail Services Ltd standard terms and conditions apply to all bookings made for any course or service offered. Terms and Conditions are subject to change from time to time.

### **Bookings**

Provisional bookings may be made by telephone to our office, all bookings must be confirmed in writing within 48 hours of the provisional booking. Bookings are accepted subject to GM Rail Services Ltd standard terms and conditions. Course Joining Instructions will be issued upon receipt of Purchase Order Number / payment details and will confirm the course booking.

### **Course Times**

The standard training course days are Monday to Friday, commencing at 09:00 hours and finishing at 16:00 hours approx, with a 45-minute lunch break; mid morning and mid afternoon breaks are normally of 15 minutes duration. Some adjustment may be made for weeks including a Bank Holiday.

### **Course Content**

All GM Rail Services Ltd training courses are appraised and updated regularly; therefore the course syllabus should be used as a guide only. All technical courses are to the current technical standards. The Company has Link-up accreditation for Technical Training.

### **Liability**

GM Rail Services Ltd will only accept that individuals are competent having satisfied GM Rail Services Ltd standards for technical courses at the time of the course. After completion of the course, GM Rail Services Ltd will not accept any liability for the competence of the individual; competence must be assessed by the candidate's employer.

### **Payment**

To be made by either cheque or BACS method before course commencement date. All cheques should be made payable to GM Rail Services Ltd. Delegates will not be admitted if charges are outstanding at the agreed commencement date of the course.

### **Value Added Tax**

Customers are reminded that all prices are exclusive of VAT.

## Acknowledgement

On receipt of payment, GM Rail Services Ltd will issue an invoice marked as paid as acknowledgement of payment. No other receipt will be issued.

## Cancellation of Bookings

Cancellation must be made in writing to the Personnel Clerk, GM Rail Services Ltd. Please note that a cancellation fee of 10% plus VAT of the course fee is payable when cancellations are notified in writing to GM Rail Services Ltd, for the period up to three weeks before the commencement date of the course. Please also note that where a cancellation is made within three weeks of the commencement date of the course, the full course fee shall be payable to GM Rail Services Ltd. Substitution of a candidate can be made at any time prior to the course commencement date and at no additional charge; this must also be made in writing.

## Changing Course Dates

Where course dates are changed by the customer at less than 3 weeks duration from the start date of the course then GM Rail Services reserves the right to charge at least 50% of the course fee. If the course booking is subsequently cancelled then the remaining 50% will be charged if more than 3 weeks from the course start date and at full rate if less than this period. GM Rail Services reserves the right to charge the full amount where the original dates cannot be 're-sold' to a third party.

## Course Cancellation

GM Rail Services Ltd will endeavour to run all courses; if it is necessary to cancel a course GM Rail Services Ltd will do the utmost to offer alternative arrangements. If it is necessary to cancel or re-schedule a course GM Rail Services Ltd will not accept any consequential liability irrespective of the notice given.

## Notification of Results

Course results will be issued within fourteen days of course completion.

## Ownership of Materials

GM Rail Services retain the Ownership and sole rights to the copyright of any material produced for the purpose of training courses and no part of such material may be reproduced or transmitted in any form by any means unless so authorised by a Director of GM Rail Services.

I have read the above Terms and Conditions, I understand them, and agree to be bound by them.

**Company Name:** \_\_\_\_\_

**Name (print):** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_