



Dream Safety Ltd.
Unit B13, Trem Y Dyffryn,
Colomendy Industrial Estate, Denbigh,
LL16 5TX

info@dreamsafety.com
01745 813109

Payment and Refund Policy for Training Courses Booked through Dream Safety Ltd.

Dream Safety Ltd. accepts training courses through its website and over the phone, payment being made by BACS or cheque. In making such bookings, clients accept this refund, cancellations and substitutions policy.

Places on courses arranged by Dream Safety Ltd. are strictly limited. Upon receipt of your booking your place will be confirmed.

Cancellation charges are applied in all cases. We regret that we have to do this, however all bookings involve administrative costs and it is difficult to fill spaces made vacant by late cancellations.

Cancellation charges depend on when the written cancellation notice is received. A full refund will be given only if more than 4 weeks' notice is given of a cancellation, see below for refund rates:

- Over 4 weeks' cancellation notice: Full refund
- 2-4 weeks cancellation notice: 50% refund
- Less than 14 days cancellation notice: No refund unless in exceptional circumstances, for which a medical certificate may be requested.

Alternatively, a substitute delegate can be named at any time before the course. There will be no extra surcharge for making a substitution.

No refund will be payable for non-attendance or if no prior notice of cancellation is given.

The refund will be issued after the course has completed.

In the event of a candidate failing an assessment, it is the responsibility of the candidate to arrange the date and payment for the reassessment direct with the assessment body.

It may be necessary for reasons beyond the control of Dream Safety Ltd. to change the content and timing of the course, the date, venue or instructor.

Dream Safety Ltd. reserves the right to cancel a course up to and including the date of the course if insufficient bookings have been received. We will strive to give as much notice as possible in such an event.

In all cases, people who had registered to attend a cancelled course will be given the option of a full refund or of rescheduling to a future course date but Dream Safety Ltd. disclaim any further liability.

By booking your course through Dream Safety Ltd. you accept the terms and conditions outlined above.