

# dhf Training Course Booking Form

Please complete the following details and email to [training@dhfonline.org.uk](mailto:training@dhfonline.org.uk)

Delegate name			Please list any dietary requirements here:
Delegate Date of birth		Delegate Email address	
Company name			
Company Full postal address		Postcode	Telephone number
VAT number		Order number	
Contact name for invoicing		Email address	
Person making the booking		Email address	

## Name of course

Security & Emergency Exit Doorsets (non-fire)

## Fees payable

Non-members - £410+VAT

Course location	Course date	Course price		
Total to pay:				+ VAT

## Methods of payment:

**BACS details:** Door & Hardware Federation

**Account Number:** 00920842

**Sort Code:** 30-98-44

Cheques should be made payable to the Door & Hardware Federation and should be posted to: The Barn, Shuttington Fields Farm, Shuttington Tamworth B79 0HA with a copy of this booking form for reference.

A booking is only confirmed once this form and payment is received in full. **Payment must be received prior to the course or delegates will be unable to attend. Invoices can be paid online at <https://www.dhfonline.org.uk/pay-invoice.htm>**

**PLEASE NOTE: Badges will not automatically be supplied. If dhf delegates wish to receive a badge with their attendance certificate, please provide an up-to-date electronic photo after the course.**

## Terms and Conditions of Booking

- These Terms and Conditions apply to all candidates booking onto a training course.
- It is possible to provisionally book a place on a course. To make a provisional booking, please call 01827 52337 and talk to the training department. A provisional booking will only be held for 24 hours unless places are limited, in which case priority will be given to any confirmed bookings.
- Places are allocated on a first come first served basis and priority will be given to delegates who have paid in full.
- To confirm a booking the Training Course Booking Form must be completed in full and returned to the Training Department either by email [training@dhfonline.org.uk](mailto:training@dhfonline.org.uk), or by post **dhf**, The Barn, Shuttington Fields Farm, Main Road, Shuttington, Tamworth B79 0HA.
- The confirmed booking form must clearly state method of payment. (BACS or CHEQUE). Please see Methods of Payment.
- Please ensure you have read, understood, and accepted the Terms and Conditions of Booking before you submit a booking form. By submitting a booking form, you will be deemed to have read, understood, and accepted them.

## Methods of Payment

- Payment of the course/training fees must be made in advance of the course commencement date.
- Payment can be made either by cheque, payable to Door & Hardware Federation, or by BACS using the information on the invoice.
- An invoice is issued whether pre-payment has been made or not. It will state whether payment has been made or is owed. Any purchase order numbers that need to be quoted must be specified and marked clearly on the booking form.

## VAT

- All prices quoted are exclusive of VAT which is charged at the standard rate.

## Candidate's Responsibilities

- Each candidate will be given the relevant course details in advance of the date of commencement. This will include the location and times of the training.
- It is the candidate's sole responsibility to turn up on time for each day of the course. If a candidate arrives too late in the day and has

missed a section of the training, the trainer in charge has the right to deny attendance of that candidate for the entire course.

- It is the responsibility of the candidate to arrange their own travel arrangements.
- **dhf** is not responsible for booking any accommodation for individuals attending the course.

## Cancellation of Bookings

- Bookings can only be cancelled in writing by post or email. A 'sliding scale of fees' applies when cancelling a booking.
- Cancellations without 24 hours (1 working day) notice of the training start date will be charged the full course fee.
- Cancellations of more than 24 hours' notice but less than 120 hours (5 days) in advance of the course will incur a cancellation fee of 50% of the course cost. Cancellations of more than 120 hours (5 days) but less than 10 days will incur a cancellation fee of 25% of the course cost. Over 10 days' notice will incur no charge.

**NOTE:** A 'day' is noted as a working day Monday - Friday (9am-5pm). Therefore, if the course is scheduled to run on a Monday, 24 hours' notice would be no later than 9am the Friday beforehand.

## Delegate Substitution

- It is possible to substitute an alternative delegate on any place booked at no additional cost.

## Sickness

- Any refunds for a cancellation due to sickness of more than 24 hours' (1 working day) notice in advance of the course is at the discretion of **dhf**.
- **dhf** has the right to charge a reasonable administration fee for non-refundable costs incurred by **dhf**.

## Course Transfer

- A confirmed booking may be transferred to another of **dhf**'s training courses, availability permitting, providing the course takes place within 6 months of the date originally booked.
- **dhf** is not obliged to ensure suitable alternatives are available in the same location. Candidates need to be aware that when transferring a booking onto another course that there may be travel implications.
- All courses are delivered throughout the UK.
- If a candidate transfers to another course **dhf** will try to accommodate the candidate in their local area. If this is not possible, the candidate will be expected to travel to an alternative location.

- **dhf** is not responsible for any travel expenses a candidate incurs in getting to a course, whether that course has been cancelled or not.
- **dhf** is not responsible for making any travel arrangements for individuals.
- Requests to transfer a booking should be made in writing by post or email. The 'sliding scale of fees' principle as highlighted in 'Cancellation of Bookings' applies when transferring a course.
- A booking can only be transferred on one occasion. Subsequent transfers will be treated as cancellations.

## Course Content and Programme Schedule

- **dhf** reserves the right to alter the advertised schedule of the course, which may include cancellation of a course.
- Where **dhf** cancels a course, individuals with confirmed bookings on that course will be offered alternative dates.
- If no alternative dates can be provided, then a full refund will be given.
- **dhf** reserves the right to alter or amend the advertised content of any course without notice to continuously provide a high-quality service or due to changes in legislation that determine the content of the course and is beyond **dhf**'s control.
- **dhf** will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme, its content and schedule including any cancellation of courses.
- Should **dhf** cancel a course, for reasons beyond its control, any refunds for losses incurred by delegates for accommodation will be at the discretion of **dhf**.
- Should **dhf** grant a refund, it will be for the cost of the room only and not consider the cost of food or beverages.



- Evidence of booking and the monetary loss incurred will need to be produced upon request.
- For a course to run there must be a minimum number of 8 delegates in attendance.
- **dhf** has the right to cancel the course if the minimum number of delegates is not met.

## Accreditation

- **dhf** is an ABBE (Awarding Body in the Building Environment) Assessment Centre and offers learners the opportunity to have a formal qualification for each of the courses.
- Delegates are reminded to check that the course they are booking is eligible for accreditation.
- Delegates must notify **dhf** of their intention to register for an accredited course by ticking the 'accredited' box on this form.
- This formal qualification is regulated by Ofqual.
- The cost of accreditation for each Level 2 Award in Safety course is currently £40 in addition to the normal course fee, and accreditation for each Level 4 Award in Legislation course is currently £50 in addition to the normal course fee.
- Learners must bring with them on the day of training a formal proof of ID such as a driving licence or passport, that will be checked by the trainer.

## Disclaimer

- **dhf** uses in-house as well as third party trainers on its courses and endeavours to bring you the best quality of training possible.
- Any misrepresentation of information supplied by the third-party trainer is not the fault of **dhf** who is not liable for such misrepresentation.
- **dhf** is not responsible for content of the courses supplied by a third-party trainer if it varies from the approved **dhf** training course.
- These terms and conditions are reviewed on a regular basis.
- Decisions made using these Terms and Conditions are final and no communication will be entered into.



## Contact us for more information

Email: [info@dhfonline.org.uk](mailto:info@dhfonline.org.uk)

Telephone: (0)1827 52337

Address: **dhf** The Barn, Shuttington Fields Farm, Main Road, Shuttington, Tamworth B79 0HA

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