

**1. Bookings**

Applications can only be accepted if the Booking Form has been correctly completed and the full payment (including VAT) is made before commencement of the course. Email/Telephone/Fax bookings must be confirmed by submission of the Booking Form and payment within 3 working days of the request. If the Booking Form is marked "name to be advised" this information must be supplied within 3 working days before the commencement of the course.

**2. Cancellations**

Full refunds for cancellations will only be considered if notification is received in writing by email/fax at least 14 days before the course date; a 50% refund will only be considered if notification is received in writing by email/fax between 7-13 days. No refund will be given with less than 7 days notice.

Non-attendance will require payment of the full course fee.

Substitutes will be accepted on the day provided Walker Training are notified where possible, and the candidate is equipped with the requisite documentation and safety equipment specified on the Joining Instructions. No additional cost will be incurred

**3. Replacement Certificates**

Replacement certificates, if available, will be charged at cost plus 15% administration charge.

**4. Cancellation or Alteration of Course**

Walker Training will endeavour to run all agreed courses whether published or not. If it is necessary to cancel any course(s), we will endeavour to arrange alternative date(s) as soon as possible, however Walker Training will not accept any consequential liability irrespective of the notice given. Walker Training reserves the right to reschedule a course if there is insufficient demand.

Any requests by companies to change the dates of booked courses that are made less than 14 days from the original course date will incur a fee of £50.00 per amendment. Those amendments made within 7 days of the original course date are liable to a charge of up to 100% of the course fee.

**5. Non Production of Specified Items from Joining Instructions**

When Walker Training has received both the Booking Form and payment we will issue Joining Instructions to each candidate nominated for the course care of the company. These Joining Instructions detail all relevant equipment and documentation that the candidate requires for the course – failure to comply will result in the candidate being withdrawn from the course. Walker Training must be notified if any candidate has reading or writing difficulties, which may affect their ability to complete a course.

**No refund will be given.**

**6. Track Safety Training Courses**

The minimum medical fitness standards for Track Safety training must be met before nominations can be accepted. Candidates must undergo both Medical and Drugs & Alcohol screening as set out in Network Rail Standards GO/RT3353 and GH/RT4000; a Network Rail approved practitioner must carry these out. Failure to supply both an original Medical Certificate and original Drugs & Alcohol Certificate will result in immediate exclusion from the course. **No refund will be given.**

All Track Safety training candidates must be sponsored within the Sentinel scheme by the booking company and a valid National Competency Control Agency (NCCA) number and Network Rail Link-up number must be supplied on the Booking Form, these are mandatory on Track Safety courses and training cannot be undertaken without them.

**7. Candidates Medical Disclosure**

You must disclose to Walker Training full details of any circumstances (such as health impairments, medication taken or special dietary requirements) that may affect a candidate's ability to complete the course safely.

Walker Construction (UK) Ltd., being the sole owner of Walker Training, will not accept responsibility for any illness or injury arising from a failure to supply relevant information.

**8. Rail Courses**

Walker Training acts as an agent for an accredited Sentinel Rail Training Provider for all Rail Safety training courses.

**9. Exclusion from the Course**

Walker Training reserves the right to exclude any person from the course who we consider to be under the influence of drugs and/or alcohol. **No refund will be given.**

**10. Data Protection Act 1998**

Data obtained from the client will only be used for the specific purpose for which it was collected i.e. communication, marketing.

Data will not be disclosed to a third party without the clients consent.

The client has the right of access to the information held about them.

Personal information maybe kept for no longer than is necessary and will be kept up to date.

Appropriate technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

**11. Complaints**

Please see separate Appeal Procedure, form WT34