



# Safety Ireland First Response Limited

Unit 52 Fortfield Park, Terenure, Dublin 6 West, Ireland.

By using this website; "Safety Ireland, you agree to be bound by the Terms & Conditions set out below:

**Terms:** The Site: Safety Ireland.

**Owner:** Safety Ireland First Response Limited

## Booking Policy

In order to secure a place on any of our courses, the full fee must be paid at time of making the booking. A booking is made once a course place is agreed to be reserved and full payment is received. If paying by credit or debit card, payment has been confirmed as authorised. If a reservation is being made without a credit card, places will be held temporarily pending receipt of payment but will be released if payment is not received two weeks after the reservation being made or, one full week prior to the course commencement, whichever occurs first.

Corporate customers, who have approved accounts with Safety Ireland First Response Limited, will be invoiced and will have agreed terms on invoices. Invoices not paid within those terms may be subject to interest payment as set by the Late Payment in Commercial Transactions Regulations 2002.

## Cancellations by the Customer – Public Courses

Places on all courses are limited please bear this in mind when booking and if you wish to make a change or cancel a booking. We aim to keep our training fees as low as possible so that we can offer a cost-effective training solution to community organisations, businesses and individuals. In order to be able to do this, we are regrettably forced to charge for cancelled bookings. Our cancellation policy for public courses is as follows:

At any stage, we are happy to change the participant where someone cannot attend but where an alternative person can attend in their place. There is no charge for this name change.

- Cancellations less than 5 working days before a course or a "no show" on the commencement day of a course or cancellation during the course will incur a 100% cancellation and no refund is possible. However you may transfer onto the next available course or use the credit for any of our training course. No payment refund is available.
- Cancellations between 5 and 14 working days' notice will incur a cancellation charge equal to 50% of the course fee before any discounts are applied.
- Cancellations made 14 working days or more before the course commencement date will be entitled to a full refund.

## Cancellations by the Corporate Customer – Private/in-house Courses

Safety Ireland First Response Limited use only fulltime staff and rostering is issued to Instructors one week in advance. We ask you as a corporate client to take this into account when cancelling a course. We aim to keep our training fees low so that we can offer a cost-effective training solution. In order to be able to do this, we are regrettably forced to charge for cancelled bookings. Our cancellation policy for corporate clients is as follows:

- Cancellations less than 5 working before a course or a "no show" on the commencement day of a course or cancellation during the course will incur a 100% cancellation and no refund is possible. However you will be issued with a credit for the full training to take place on another date; however the new date cannot be changed again. No payment refund is available.

### **Discount and Internet Coupons**

Places on all courses are limited please bear this in mind when booking and if you wish to make a change or cancel a booking .The training is already discounted and due to the large numbers of participants our policy for this group is different. Our cancellation policy for public discount and Internet Coupon courses is as follows:

- Cancellations less than 3 working days before a course or a "no show" on the commencement day of a course or cancellation during the course will incur a 100% cancellation and the coupon to be redeemed.

- Cancellations between 3 and 14 working days' notice will incur a 100% cancellation and the coupon to be redeemed. However you may choose another date to attend the training free of charge. If you do not attend that date there is no further assistance we can offer.

### **Issue of Certificates**

Certificates or course completion letters are not issued until payment in full is received. There is no exception to this rule.

### **FETAC (Further Education and Training Awards Council) Certification**

Results for FETAC accreditation and certification will not be forwarded until payment in full for training is received. This applies to both companies and individuals. FETAC Certificates are only issued a few times per year, please check the issue date on our FETAC webpage.

### **Pricing & Quotes**

We reserve the right to amend pricing at any time, all quotes are valid for 30 days only. We do not charge for travel expenses or other costs except parking which should be provided for the Instructors onsite. If this is not possible then parking may be billed at cost.

### **Price Promise**

Price promise, we are confident that we will not be beaten on price. If you see the same product advertised at a lower price we will endeavour to match the price. This offer does not apply to prices you have been quoted for already. A Proof of the offers may be required. We will consider all price beat requests, however, any price beat will be offered at our discretion. We reserve the right to refuse a price beat at any time.

### **Consumer Rights**

Individual consumer's rights under the European Communities (Protection of Consumers in Respect of Contracts Made by Means of Distance Communication) Regulations 2001 are not affected by this policy. [Click here for details](#)

### **Value Added Tax**

Health & Safety Training is exempt VAT and rated at "zero"

### **Late Payment in Commercial Transactions Regulations 2002**

An EU wide law came into effect on 7 August 2002 to combat late payment in commercial transactions. This law was implemented in Ireland by Regulations which provide that penalty interest will become payable if payments for commercial transactions are not met within 30 days, unless otherwise specified in a contract or agreement. You should first of all read our

guide to the Regulations, the regulations themselves can be accessed at below. Sections 4 to 11 of the Prompt Payment of Accounts Act 1997 were repealed by these Regulations that apply to payments for commercial transactions in both the public and private sectors.

The European Communities (Late Payment in Commercial Transactions) Regulations 2002 (SI 388 of 2002) came into operation on 7 August 2002. The Regulations, which apply equally to the public and private sectors, provide an entitlement to interest if payment for commercial transactions is late.

The new Regulations provide that unless otherwise specified in an agreed contract, the interest rate will be the European Central Bank main refinancing rate plus 7 percentage points. The ECB rates in force on 1 January and 1 July apply for the following six months in each year. Only one rate will apply to a late payment – that is the rate in force on the payment date.

From the 1st July 2011, the late payment interest rate is 8.25% per annum (that is based on the ECB rate of 1.25% plus the margin of 7%).

That rate equates to a daily rate of 0.023%. Penalty interest due for late payments should be calculated on a daily basis.

The ECB rate can be checked on the Central Bank and Financial Services Authority of Ireland website [www.centralbank.ie](http://www.centralbank.ie).

### **Illegal Acts**

It is a crime to use a false name or a known invalid credit card to order. Anyone caught wilfully entering an erroneous or fictitious order will be prosecuted to the fullest extent of the law. We track the electronic 'fingerprints' of every visitor and booking placed on the site to enable us and all legitimate crime prevention and prosecution authorities to trace individual users engaging in criminal activities on our website.

### **Governing Law**

All purchases from the site are subject to Irish Law.

### **Modification of Terms**

Safety Ireland First Response Limited reserves the right to modify these terms at any time without prior notice. Any modification of these terms will be deemed to be effective from the date and time of posting on this webpage.

The only conformation is via approved quotes and invoices which are issued in pdf format with a reference number.

### **Intellectual Property**

Subject to these Terms, we grant you a non-exclusive, non-transferable, limited right to access and use the Site and the materials displayed thereon. However, no right, title, or interest in any such materials will be granted or transferred to you as a result of any permitted use of such materials.

All materials incorporated in or accessible through the Site, including, without limitation, text, photographs, images, graphics, illustrations, logos, button icons, audio clips, video clips, podcasts, software and other content, and the compilation, collection, arrangement and assembly thereof (including the look and feel of the Site), are protected by Irish and international copyright laws, and are owned, controlled or licensed by Safety Ireland First Response Limited or by the original creators of such materials or their permitted licensors. All such rights are reserved. Such materials may be used only for viewing the Site in the

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