

TRAINING BOOKING FORM

To: RHA National Training, Roadway House, Bretton Way, Peterborough, PE3 8DD.
 Tel: 01733 261456 Fax: 01733 330279 e-mail: training@rha.net web: www.rha.net

Location	Date	No. Attending	Sub Total (£)
			VAT @ 17.5%
			TOTAL

Delegate Name(s):

Company Name: **Contact:**

Address:

..... **Postcode:**

Tel No: **Fax No:**

e-mail: **Membership No (if applicable):**

Signed: **Dated:**

PLEASE MAKE CHEQUES PAYABLE TO "ROAD HAULAGE ASSOCIATION LTD".
Payment may be made by credit card – please complete details below (AMEX not accepted):-

Credit Card Holders Name:

Credit Card No:

Expiry Date: **Security No (3 no's behind signature) :** **Type of Card (Visa, Mastercard, etc):**

CONDITIONS OF BUSINESS

PAYMENT

1. Payment is required at the **time of booking** unless the company is a paid up **member** in which case an invoice will be issued. However, payment of this invoice is required **no later than 14 days prior to the training or Risk Assessment taking place**. Confirmation will be dispatched on receipt of payment.
2. In the event of non-payment RHA National Training, reserves the right to cancel the booking.
3. Cheques should be made **payable to RHA Ltd**.

CANCELLATION & POSTPONEMENT

1. If you wish to cancel it is imperative that you **obtain a cancellation number** from the training department. Telephone: 01733 261456
2. Cancellation of a booking 14 days or more prior to the commencement of the course or risk assessment will incur an administration charge of 25% of the total fee excluding VAT.
3. For cancellations within 14 days of the event by a customer, 100% of the fee excluding VAT, will be payable.
4. Postponement, of an in-company event within 7 working days of the date of that event, an administration fee of 25% of the fee excluding VAT, will be payable.
5. Substitution of course delegates will be accepted upon reasonable notice being given, and the original confirmation and fee will be deemed to be accepted.

GENERAL

1. Any variations to the joining instructions, course dates, time of attendance etc, made by RHA will be notified to the customer. RHA will make every effort to ensure the original instructions are complied with. In the event of cancellation by RHA every endeavour will be made to offer a suitable alternative. All incidents and actions, including any money refunds, are dealt with promptly and fairly within the RHA Quality Management System.
2. Every effort is made to ensure that the instructions, hand-outs, course notes, or reports given are true and correct at the time but RHA does not accept responsibility for any errors or omissions.
3. Any delegate attending RHA's premises or those of a sub-contractor, including vehicles, are required to adhere to any notices or instructions given to them by RHA, or sub-contractors staff. RHA does not accept responsibility for personal belongings or vehicles left on the premises.
4. Unless specific arrangements are made for course refreshments by RHA, refreshments during the course will be the delegate's responsibility
5. Where external examinations are involved and details have been supplied by the delegate for enrolment, RHA cannot accept any responsibility for the accuracy if a dispute should arise, with the examinations body.
6. It is important that adequate provision is made to ensure that drivers attending courses are able to comply with the rest requirements laid down in Driver Hours Regulations.

The above terms and conditions are binding on accepting the confirmation of the event and no variation may be made without a specific agreement with the management of RHA National Training