



Online Booking for Airport Training Courses Terms and Conditions

How To Book on-line

1. Select the training date and session you wish to attend.
2. Complete the information as specified
3. Check and tick your acceptance of the online terms and conditions and our privacy policy
4. Choose the payment method
5. If paying by credit card complete the secure payment process. This is provided by Sage Pay
6. You will be sent an automated email acknowledgment and receipt

Payment

The training fee is for a specific training session as shown on the on-line booking system. You can pay with all major credit/debit cards (Including Switch, Visa, Mastercard but not American Express). The payment will be made over a secure server - look for the usual (padlock) icon in your browser.

Arrangements may be made to pay on invoice. Complete all details as per the registration process and notify accounts@vigilaris.com where a credit check will be completed.

Please note that payments terms on account are net thirty days. Any failure to comply with these terms may result in the account facilities being withdrawn. The training is not considered as having been completed until payment has been made. Failure to pay as per the terms and conditions can lead to the airport authorities being informed that the training has not been completed. This may lead to airside passes being withdrawn.

Vigilaris Fire Services Ltd
6 Alders Grove · East Molesey · KT8 0AB · United Kingdom · Tel 0800 612 2132
www.vigilaris.com · E-mail: info@vigilaris.com
Registered in England No. 07473412 · VAT Registration No. 113638530



Booking Acceptance

Your booking will only be accepted if there are still places available.

Booking Changes/Cancelations/Refunds

You are able to cancel or amend your booking up to five days before the course date and receive a refund. For any cancelled bookings before this period, you will be reimbursed the booking fee less any Sage Pay on-line transaction, processing or administration charges.

You may change the date or personal detail of the booking up to five days before the course date at no cost.

For cancelations within this 5 day period you will be charged the full costs and refunds will be issued. The names of delegates attending cannot be changed within this period but may be done on the day by notifying the trainer before the training course begins.

Late Arrivals

You must ensure you arrive at the training venue indicated in your booking confirmation at least 15 minutes prior to the course time. Late arrivals may not be permitted entry. No refunds would be issued for late arrivals.

Vigilaris Fire Services Ltd
6 Alders Grove · East Molesey · KT8 0AB · United Kingdom · Tel 0800 612 2132
www.vigilaris.com · E-mail: info@vigilaris.com
Registered in England No. 07473412 · VAT Registration No. 113638530



Course Cancellation

Upon cancellation of any training session a full refund will be given, unless the circumstances of the cancellation are outside of our control, alternatively delegates can be transferred to another agreed session without any charge.

Limit of Our Liability

We are only liable for the provision of the session as booked. We cannot be held liable for any other expenses, damages, loss or injury incurred as a result of attending and/or participating in the training. Should the session be cancelled our liability is limited to the refund of the training charge, as specified above, and we accept no liability for any expenses you may have incurred.

Except in respect of death or personal injury caused by our negligence, we shall not be liable to you by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law or under the express terms of the Contract, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by our negligence or our employees, agents or otherwise) which arise out of or in connection with the supply of the Goods or their use or resale by you, and our entire liability under or in connection with the Contract shall not exceed the price of the Goods, except as

Vigilaris Fire Services Ltd

6 Alders Grove · East Molesey · KT8 0AB · United Kingdom · Tel 0800 612 2132

www.vigilaris.com · E-mail: info@vigilaris.com

Registered in England No. 07473412 · VAT Registration No. 113638530



expressly provided in these Conditions.

Currency of Purchase

All transactions will be conducted in UK GBP £ and you will receive an email confirmation receipt. All purchases are subject to VAT at current rate and a VAT receipt will be emailed on successful completion of booking (if paying by card) or by invoice (if paying on account).

Vigilaris Fire Services Ltd
6 Alders Grove · East Molesey · KT8 0AB · United Kingdom · Tel 0800 612 2132
www.vigilaris.com · E-mail: info@vigilaris.com
Registered in England No. 07473412 · VAT Registration No. 113638530