



**PQMS Limited**  
Sole End Industrial Estate  
Astley Lane, Bedworth  
CV12 0NE  
Phone: 02476316789  
www.pqmstraining.co.uk

## ***Professional Quality Management Services Limited (PQMS) Standard Terms & Conditions***

### ***General***

*These terms and conditions shall apply to all work carried out in the provision of services by PQMS Ltd to the customer in accordance with the quote or sales order and agreed by a representative of the customer. No additions to, or modifications of, these terms and conditions shall have effect unless expressly agreed in writing by both parties and expressed to be amendments to these Terms and Conditions. PQMS Ltd employees or agents are not authorised to make any representations whatsoever concerning the provision of services unless confirmed by PQMS Ltd and alternative written and signed agreement is agreed. The customer acknowledges that it does not rely on, and waives any breach of, any such representations that are not so confirmed.*

### ***Payment***

*All non-framework agreement course bookings shall be paid for in advance by electronic transfer or credit / debit card. Payment can be made online for using our secure payment facility. Prices charged will be determined on each course / assessment requirement at time of booking. PQMS from time to time offer special offers or discounts. Such discounts are normally advertised on PQMS Limited Website. No amendments shall be made to existing bookings whilst such special offers or discounts fall outside the booking window for such offers.*

*Framework agreements will be Prices charged that will be agreed between PQMS Limited and the customer and confirmed on the quote and on the customer sales order. PQMS Limited may also agree payments to be made by bacs or cheque. Payment details will be provided on the quotation.*

### ***Payment Terms***

*Payment should be made in advance of the course for all non- account holders and where other payment terms have not been agreed. Professional Quality management services Limited standard payment terms is strictly 30 days from completion of the course or from cancellation as appropriate. Any variation to these terms shall be agreed in writing by both parties.*

### ***Confirmation of booking***

*Places on training courses are reserved immediately upon completion of confirmation of bookings. Joining instructions and an official booking confirmation/sales order will be forwarded prior to the course. Payments must be made prior to commencement of the course.*

*Framework agreement bookings provisional places for open courses will be secured at time of confirmation of the booking. PQMS Limited must receive written confirmation (email) of your agreement with a Purchase Order number.*

### ***Cancellation and transfers***

*Cancellations or no-shows received on the day will incur the full fee. No refunds shall be made. If cancellation is received within five working day prior to the event, 100% of the fee will be required.*

*If cancellation is received between six and ten working days prior to the event, 25% of the fee will be required. 75% refunded if full payment has been received.*

*If cancellation is made more than 11 days prior to the event 0% of the fee will be required or 100% refunded if full payment has been received.*

*Should you wish to make changes to your booking, please contact PQMS Ltd; no charges will be applied if the changes are notified more than 7 days prior to the course start date.*

*PQMS Ltd endeavour to run all published courses and any changes to course dates or times will be notified as soon as possible. We reserve the right to cancel or reschedule courses and accept no consequential liability or any other claim irrespective of notice given for any changes made by PQMS Ltd.*

### ***Course documentation policy***

*Where the learner or customer is provided with course notes and handouts to serve as a reference tool for use after the event, these must not be used for cascade training purposes and/or copied. All the literature is covered by copyright. Reproduction of the handouts is not allowed without express permission of PQMS Limited*



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### **Data protection**

*PQMS Ltd has strict policy to keep any personal information you supply for the purpose of providing the service you require. It is not passed to other organisations without written permission from the individual or customer. Professional Quality Management Services Ltd may from time to time wish to send you information about other courses, services or products and special offers. If you would prefer not to receive such information please ensure you advise us in writing or email [info@pqms.ie](mailto:info@pqms.ie)*

### **Training & Assessment**

*PQMS Ltd reserve the right to withhold certification and/or any other outcome of Training or Assessment awarded, as a result of unpaid bills; until such outstanding debts are paid in full or discharged by PQMS Ltd in writing.*

### **Delegate Suitability**

*It is the customer's responsibility to ensure that the course is suitable for their requirements and they hold prerequisites for the course. All delegates should have read and understood the course outline and met the necessary prerequisites and may be asked to bring evidence to support the knowledge and prerequisites requirements. Delegates who do not meet the course prerequisites requirements may not be allowed on the course, however they will be liable for full payment of the course fees.*

### **Personal Protective Equipment / Tools / Equipment Requirements**

*Our joining instruction or framework agreements will define the requirements for appropriate Personal Protective Equipment (PPE), specialist tools, plant and equipment required for the course. These items must be fit for purpose with appropriate checks and in calibration if required. Failure to provide these items or their condition may result in the course being abandoned and this will incur full course charge.*

### **Equality and Diversity**

*PQMS has a duty to meet the needs of all the candidates who declare a disability. If you have a disability or additional needs which require assistance to fully participate on the course, you must advise us prior to arrival for the event. Any information divulged will be kept fully confidential.*

### **Liability**

*PQMS Ltd reserve the rights of recourse; should a liability or claim occur due to the fault of a third party, PQMS Ltd has the ability to pass the liability or claim on to, or receive reimbursement or indemnity from, the party at fault.*

### **Health and Safety**

*Health and Safety of individuals on site is paramount. An H&S induction shall be given on arrival. Failure to adhere to the site health and safety requirements may result in individuals being asked to leave the site. PQMS Limited Smoking Policy strictly prohibits smoking inside the building, your course tutor will arrange suitable comfort/smoke breaks, and smoking should be limited to the outside area.*

### **Times & Course Description**

*Delegates will be advised of the start and finish times of courses, consultancy days and full course descriptions upon booking confirmation. Joining instructions for open courses will be forwarded prior to the course. Late arrivals may not be allowed to join the class if it is deemed to affect others in meeting the course curriculum.*