

Terms and Conditions

Equal Opportunities Policy

SFM celebrates cultural diversity amongst staff and clients and recognises the differences between people. SFM believes harnessing these differences will create a productive environment in which everyone will feel valued, where their talents are fully utilised and in which organisational goals are achieved. Please ask for a copy of our Equal opportunities Policy

SFM Health and Safety POLICY STATEMENT

The (H&S) measures of SFM reflects the importance to which the SFM attach to achieving the objective of safeguarding the H&S of all employees, and clients. The aim of this instruction is to encourage awareness and put in place safe working practices amongst all SFM personnel and clients. Particular regard will placed upon the H&S of clients, when clients are taking part in Educational and Classroom based instruction. Please ask for a copy of our Health and Safety Policy

SFM will employ local contractors from time to time who will be directly responsible for the provision of suitable insurances , policies and procedures

SFM Complaints and Appeals Please contact us and request a copy of our complaints and appeals procedure

Our contract with you:

STANDARD TRADING CONDITIONS This contract shall be taken as having entered into when the booking is confirmed and shall form the contract of business between the two parties. This agreement forms the contract between parties and shall be deemed as accepted by all concerned when the final booking is made. No signing of any agreement will be required

Parties: Any company or individual placing and order should read these terms and bring to the attention of SIA SECURITY AND FACILITIES MANAGEMENT LTD any points which they feel need amendment. This contract does not intend to affect rights given to the company or individual under contract law nor infringe upon consumer rights.

SIA SFM Training and SFM Training Wales is a trading name of the SIA Security and Facilities Management Ltd.

SIA Security and Facilities Management Ltd is engaged in the provision of training courses and other services

Proprietary Marks; The unregistered trade mark SFM Ltd, SFM, and SIA SFM Training, the trade name SIA Security and Facilities Management Ltd, and all logos designs symbols emblems insignia slogans copyright and know-how owned by SIA Security and Facilities Management Ltd and used in its business, including delivery of the Course. The training will take place over a period of or such other dates as the parties may agree and will be delivered by SIA Security and Facilities Management Ltd employees or such other suitably qualified persons as SIA Security and Facilities Management Ltd reasonably deems necessary to achieve the outcome specified In consideration of SIA Security and Facilities Management Ltd delivering the Training, the client shall pay SIA Security and Facilities Management Ltd the sum quoted. In the event the Training cannot be completed through a fault of SIA Security and Facilities Management Ltd, SIA Security and Facilities Management Ltd shall be entitled to be paid a proportionate part of such sum at the daily rate or part of a day during which Training has been delivered.

SIA Security and Facilities Management Ltd will deliver an invoice for its charges prior to the commencement of training of the Training.

Course Fees. Persons taking a place on the course are liable for full payment once place has been confirmed and person has started the course. The course is deemed as started by delegates/ persons arriving on day 1 reception and signing in via the SFM individual Registration Form. Companies and other organisations booking delegates onto the course in advance are responsible for meeting the client course fees, fees as stated on the website or where applicable, individual quotation, if provided, at time of or in advance of booking.

Payment; Invoices delivered by SIA Security and Facilities Management Ltd in accordance with this Agreement shall be payable within in advance of the date thereof. Any sum not paid by the due date, usually 14 days from commencement of training, shall carry interest at the rate of 8% above the base lending rate

Payments made in advance via credit card/PayPal or any other means shall be entitled to a refund rate as follows: Cancellations within 7 days of start of course; policy is No refund. See also "Deposits"
* Cancellations between 8 and 14 days - 50% refund. Cancellations 15 days or more from start of course. Full Refund.

Special Offers; * Web site bookings and Special offers of £140 are subject to availability and usually limited to first 12 places *, and where course attendance fees or deposits are paid in advance. Special offers when limited by place numbers are allocated on first come first served basis. Thereafter standard prices apply.

Deposits; are always paid in advance, and ensure the delegate place on the course, in advance, and at the special offer price * where applicable*, and are non refundable.

Restrictions; The client hereby acknowledges that the Course Manual and all other information and knowledge relating to the delivery of the Course is the property of SIA Security and Facilities Management Ltd and covenants that it will not at any time without the prior written consent of SIA Security and Facilities Management Ltd, whether during or after termination of this Agreement, divulge, or use, whether directly or indirectly for its own benefit or that of any other person, firm or company any of such knowledge or information relating to the Course which may be communicated to or otherwise acquired by the client, its directors, agents or employees. All Course Manuals, and Materials supplied by SIA Security and Facilities Management Ltd and the Proprietary Marks are the property of SIA Security and Facilities Management Ltd and accordingly, without its consent in writing beforehand, they may not be duplicated, reproduced, sold, stored in any electronic retrieval system or transmitted or communicated in any form or by any means, electronic, mechanical, or otherwise recreated. All copies of the Course Manuals shall be returned to SIA Security and Facilities Management Ltd upon termination of this Agreement, and Material shall only be delivered to trainees of whom details have been notified to SIA Security and Facilities Management Ltd The client shall make no use of the Proprietary Marks other than in accordance with this Agreement.

Termination; SIA Security and Facilities Management Ltd reserves the rights to cancel courses or services or parts of, without notice and the client will be entitled to only the refund of monies due for the unfulfilled part of the course. No liabilities will be accepted for any cost incurred including travelling, hotel costs etc, because of the cancellation of the course or any element of it. The customers must ensure they are able to be eligible for the qualifications or licences to which the attendance on courses are a condition. If the client attends the course and subsequently finds they are unable to attain the licence SIA Security and Facilities Management Ltd will accept no

responsibility nor offer any refund for the course attended Either party may terminate this agreement forthwith by notice to the other if that other:- Neglects or fails to perform any of the provisions of this Agreement or commits a breach of any of its obligations hereunder, which if remediable is not remedied within thirty days of delivery of a notice in writing by the party not in breach requesting its remedy, provided that SIA Security and Facilities Management Ltd shall not be obliged to give notice in the case of persistent failure to pay when due any sums due hereunder, which shall be failure to pay when due on any two or more consecutive occasions. Becomes insolvent by reason of failure to pay its debts or shall enter liquidation or shall make any arrangement or composition with its creditors or shall suffer the making of an administration order or a receiver shall be appointed over all or any part of its assets. SIA Security and Facilities Management Ltd shall be entitled to terminate this Agreement by notice forthwith in the event of any breach of Clauses

Liability SIA Security and Facilities Management Ltd warrants that it has prepared the Course Manual (with accrediting bodies where relevant) and will prepare the Material with due care and that it has or will base the same upon good practice and experience to deal with certain procedures and the reasonably foreseeable consequences as set out therein. The client acknowledges that not every situation which can occur, nor the circumstances in which it may occur can be envisaged by the Course Manual and the Material and that the reactions and consequences of its personnel and others to such situations cannot be predetermined. Accordingly, the client agrees that SIA Security and Facilities Management Ltd liability to it and to its employees shall be limited to the warranty as listed and in the event of any breach thereof to the refund of all sums paid to SIA Security and Facilities Management Ltd. SIA Security and Facilities Management Ltd shall not except in respect of death or personal injury caused by its negligence be liable to the client by reason of any representation or implied warranty, condition or other term or any duty at common law or under the express terms of this Agreement, for any consequential loss or damage (whether for loss of profit or otherwise and whether occasioned by the negligence of SIA Security and Facilities Management Ltd or its employees or agents) arising out of or in connection with any act or omission of SIA Security and Facilities Management Ltd relating to the Initial Training or the delivery of Courses by Accredited Trainers of the provision of Material and their use by any employees of the client or others. The client shall be liable for and will indemnify SIA Security and Facilities Management Ltd (together with its officers, employees and agents) against any and all liability, loss, damages, costs, legal costs, professional and other expenses of any nature whatsoever incurred or suffered by SIA Security and Facilities Management Ltd, whether direct or consequential, arising out of any claim brought against SIA Security and Facilities Management Ltd by any employee of the client or any third party by reason of the Initial Training, the delivery of Courses, or the handling by the clients employees or agents of situations envisaged or covered by the Course or the Material or the handling of any situation or occurrence not so covered. The client shall be responsible for procuring that its maintains full and sufficient insurance in respect of claims against it or by or against employees who are engaged in situations envisaged by the Course and shall provide details of such insurance to SIA Security and Facilities Management Ltd upon request from time to time.

Nature of Agreement SIA Security and Facilities Management Ltd shall be entitled to perform any of its obligations hereunder through the employment of agents or consultants from time to time. The client may not assign or dispose of any of its rights or otherwise delegate any of its obligations under this Agreement. Nothing in this Agreement shall create or be deemed to create a partnership or the relationship of principal and agent or employer and employee between the parties.

Notices and service Any notice or other information required or authorised by this agreement to be given by either party to the other may be given by hand or sent (by first class prepaid post, facsimile transmission, e-mail or comparable means of communication) to the other party at the address Any

notice or other information given by post 1 which is not returned to the sender as undelivered shall be deemed to have been given on the seventh day after the envelope containing the same was so posted; and proof that the envelope containing any such notice or information was properly addressed, prepaid, registered and posted, and that it has not been so returned to the sender, shall be sufficient evidence that such notice or information has been duly given. Any notice or other information sent by cable, facsimile transmission, e-mail or comparable means of communication shall be deemed to have been duly sent on the date of transmission, provided that a confirming copy is sent by first class prepaid post to the other party at the address within 24 hours after transmission. Service of any legal proceedings concerning or arising out of this agreement shall be affected by causing the same to be delivered to the party to be served at its principal place of business or to such other address as may from time to time be notified in writing by the party concerned

SIA SECURITY AND FACILITIES MANAGEMENT LTD

Payment Made - Thank you This page is for confirmation of your electronic card payment

(If you have not made a payment, you can do so via the BOOK your place page.) [click here](#)

You have been directed to this confirmation page because secure payment has been made and the transaction has been completed.

Payment transaction details will be emailed to you via Paypal.

Thank you for your payment. Your transaction has been completed and a receipt for your purchase has been emailed to the email address provided by you when making payment.

If you have any questions please contact SIA SFM Training Wales.