

The booking confirmation constitutes a legally binding contract with the full understanding of the following terms and conditions. You have agreed to book a course/facilities with Towing Solutions Ltd. You acknowledge that you have received a copy of these Terms and Conditions and by entering into this agreement, you agree to be bound by them.

CUSTOMER CANCELLATIONS

- Cancellations received up to 5 working days prior to course start date will not be charged the training fee.
- Cancellations received after the 5 working days' notice or none attendance of course, are subject to the course charges in full without future training credit.
- Delegate substitutions may be made up to the training date. Towing Solutions Limited must be informed before course commencement of delegate changes for our records.

CANCELLATION OF COURSE BY TOWING SOLUTIONS LIMITED

- Towing Solutions reserves the right to cancel or change a course at any time, including but not limited to, lack of participation, facilities, and equipment or trainer availability.
- Towing Solutions is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled course, including, but not limited to, cancellation penalties for transportation or accommodations.
- Towing Solutions reserves the right to cancel the training if the client is violent or in any way aggressive towards the staff or anyone associated.
- Towing Solutions reserves the right to cancel a course if the client's vehicle and or trailer/caravan is not fit for purpose including expired MOT and vehicle insurance and driving licence.

PAYMENTS

- An invoice/payment link will be issued via email at the time of booking.
- Payment must be made in full a minimum of 15 working days prior to your course.
- **All course fees must have been paid in full to secure places and attendance will not commence without payment.**
- Payments can also be made via BACS the details can be found on the course invoice.

Health and Safety

- Towing Solutions Limited shall use all reasonable endeavours to observe all Health and Safety rules and regulations and any other reasonable security requirements that apply at the venue and communicate the same to the delegate, provided that it shall not be liable under the Agreement if as a result of such observations, it is in breach of any of its obligations under this Agreement.

Copyright

- All material and contents including course literature, course material or any documentation provided to you prepared by Towing Solutions for information remain the confidential property of Towing Solutions and are subject to copyright. They must not in whole or part be used by or submitted to or made use of by any other party nor copied or reproduced in any form without our written permission.

Data Protection/Privacy

- Towing Solutions are registered under the Data Protection Act 2018. Personal information supplied to Towing Solutions will be stored securely and used in relation to Towing Solutions' work. Full details of the purposes personal information is in our Data Protection Register entry, which can be found on the Information Commissioner's Website: www.informationcommissioner.gov.uk At no time will we disclose personal information to third parties without your consent however you and/or your delegates may be contacted by letter or e-mail, with details of future events and publications organised or promoted by Towing Solutions, which may be of interest to you. Our database mailing update forms are sent out periodically and these shall provide you with the opportunity to have your details amended or deleted from our database.

The Organisation's Obligations

- Towing Solutions shall use reasonable endeavours to manage the Services booked by the delegate/company. Towing Solutions shall use its reasonable endeavours to meet any specified dates provided by you for the Services, but any such dates shall be estimates only and time shall not be of the essence in this Agreement.

Your Obligations – You are responsible for:

- Your own choice of Services and its suitability for your purposes. Providing details as to medical conditions and disabilities prior to booking. If you or any of your delegates have any medical condition, food allergy or disability which may affect our ability to provide the Services, this must be disclosed at time of booking.
- Please bring a standard size rear number plate with you. (for the purpose of the on road training)
- You must have an up-to-date driving licence, vehicle insurance, taxed and MOT if you use your own vehicle for the training.

Registered office

- Towing Solutions Ltd, [Bollinside](#), London Road Terrace, Macclesfield, Cheshire, SK11 7RN