

## **TERMS & CONDITIONS**

- 1. All bookings must be made in writing, or by using the NDTG Booking Form.**
- 2. Full payment must be received in advance of the test taking place.**
- 3. We reserve the right to cancel a test should unforeseen circumstances occur. We will make every effort to notify you 7 days in advance should this occur.**
- 4. Should you cancel a test with National Demolition Training Group Ltd, the following cancellation fees will apply:**
  - Prior Test being notified- administration fee will be deducted from refund**
  - Post Test being notified- no refund will be issued.**
- 5. The invigilator has the right to dismiss any delegate should they disrupt the test or be under the influence of drugs or alcohol.**
- 6. The National Demolition Training Group Ltd operate an equal opportunities policy and will exclude, after warning, any delegate who abuses on race, religion or sex grounds.**
- 7. Certificates will only be issued once full payment of the course has been made.**
- 8. No refund will be liable should delegates fail to arrive, leave early, fail to complete the test or fail to achieve the criteria presented.**
- 9. Should a candidate not meet the criteria to pass the test, a 3 day cooling off period will take place before a re-sit can be taken.**
- 10. Candidates must arrive 15 minutes prior to the test start time. Should a candidate arrive late, the NDTG has the right to cancel the test entirely if an invigilator is not available for the new time slot. Should this occur, no refund will be issued.**
- 11. All test requirements will be supplied at the time of booking. Revision material should be purchased via Prometric for the candidate to revise before the test takes place.**
- 12. Candidates must arrive with the correct ID. 1 x Photo ID and 1 x Signature ID. Acceptable ID can be found in the booking pack. Should a candidate fail to bring the appropriate forms of ID, the test will be terminated. No refund will be issued.**
- 13. Any problems which do arise will be resolved by discussion and negotiation if possible, if not by the terms listed.**