



POOL SMART

TRAINING & CONSULTING

Terms & Conditions

Contents

| | |
|------------------------|---|
| Bookings | 3 |
| Cancellations | 3 |
| Payments | 3 |
| Discounts & Promotions | 3 |
| Training Venue | 4 |
| RLSS ATP Policies | 4 |

Bookings

All bookings will be confirmed in the method of booking via one of the team. When booking training courses, a non-refundable deposit of £200 is required to confirm booking, this will be deducted from the final invoice. In order for us to confirm a booking we require a completed course booking request form along with a completed Deposit agreement if required.

Cancellations

Should you need to cancel a booking, please get in touch with us as soon as possible via your PoolSmart LTD contact or through hello@poolsmarttc.co.uk. For courses booked, anything cancelled less than 7 days prior to the start of the course will result in your deposit being withheld along with a % of the full course cost at our discretion. For other services please notify your PoolSmart LTD contact as soon as possible, any cancellations on the day of a member of the team may still be charged along with any Mileage incurred. PoolSmart LTD withholds the right to cancel at any time. In the event of this, alternative dates will be offered for the course, failing agreement of this any deposits already paid will be returned in full.

Payments

PoolSmart LTD will generate an invoice upon completion of any works and submit to the company contact. This may differ slightly from the estimate due to mileage, should you have any queries please contact hello@poolsmarttc.co.uk. Payment of this invoice is due within 28 days of receipt, if there are any issues it is the responsibility of the company contact to inform PoolSmart LTD. Payment information can be found on both the estimate and the invoice. Non-payment of any invoices may result in referral to collections court along with release of the certificates being withheld.

Discounts & Promotions

PoolSmart LTD may at times offer discounts and promotions. These are completely at the discretion of PoolSmart LTD. These will be applied to bookings made only within the advertised time period that have been confirmed and had a deposit paid. Any discounts previously offered are discretionary and may not always be offered. For more

Training Venue

Normal practice is for any training courses to be held at the client's venue or chosen location at the costing of the client, this may be altered but will require pre-approval and discussion with the team at PoolSmart LTD.

For a venue to be used it must have;

- Sufficient space for candidates to sit along with a writing surface.
- Space to carryout practical training, Such as, CPR.
- A screen/projector large enough for all candidates to clearly see.
- Toilets.

For NPLQ courses only;

- Access to a swimming pool, with suitable changing facilities (*Minimum of 10 hours, training timetable to be agreed*).
- Lifeguard supervision, if required as per operator's procedures.

If a training venue does not meet the above standards training may not be able to take place, this is governed by PoolSmart LTD as well as the awarding body of qualifications.

RLSS ATP Policies

As PoolSmart LTD uses the Royal Life Saving Society as the awarding body for all Emergency/ First Aid at Work qualifications along with National Pool Lifeguard Qualifications, it holds an Approved training Provider status meaning that the paperwork will be held and compiled by the PoolSmart LTD team. This also means that a venue itself does not need to be a registered Approved Training Centre (ATC) for the training to be carried out. If use of a sites ATC status is required this will need to be pre-agreed prior at the time of course booking. PoolSmart LTD also complies with all RLSS ATP policies, copies of this policies can be found here: <https://poolsmarttc.co.uk/policies>. Should you require more information around RLSS policies and procedures please feel free to reach out to a member of the PoolSmart LTD team.