

BIFA TRAINING SERVICES TERMS & CONDITIONS

Effective from: 1 March 2015



BRITISH INTERNATIONAL
FREIGHT ASSOCIATION

1. Scheduled Courses

- 1.1 All bookings must be received by fax, e-mail or online at www.bifa.org
- 1.2 BIFA will make reasonable arrangements to accommodate delegates with disabilities provided that any special requirements are notified to BIFA at the time of booking and at least 10 working days prior to course start date.
- 1.3 Late arrivals will be admitted at the discretion of the trainer.
- 1.4 Delegate substitutions can be made at any time before the start of the course.
- 1.5 Delegates for revalidation courses are advised to bring a copy of their original certificates with them.
- 1.6 Prices are valid at the time of printing and subject to change without notice.

2. In-house Courses

- 2.1 Terms and Conditions for in-house courses are available directly from BIFA, upon request.

3. Aviation Security Training Courses

- 3.1 In accordance with EU regulations all delegates must have successfully completed a pre-employment/background check and a Disclosure and Barring Service Check (as appropriate), before undertaking any security training.
- 3.2 In accordance with EU regulations all delegates must be employed in a role or have been offered employment in a role, with an aviation security responsibility.
- 3.3 In accordance with EU regulations, it is an offence for the course and exam to be completed by another person other than the named delegate.
- 3.4 Records must be kept and produced upon request, by the CAA, to evidence; (i) completion of the course and exam by the named delegate and (ii) the name of the supervising responsible person.

4. Online Training Courses

- 4.1 Bookings/registrations will be confirmed by email and must be completed within the authorised time period from day of registration.
- 4.2 Cancellations, transfers or failure to complete courses within the authorised time period from day of registration, will automatically result in a forfeit of the full course fee.
- 4.3 Online Aviation Security Training courses are subject to Clauses (3.1, 3.2, 3.3 & 3.4).

5. Payment & Credit

- 5.1 Payment can be made by cheque, credit/debit card & bank transfer. Cheques must be cleared prior to confirmation of booking and for Bank transfers, please contact BIFA for account details.
- 5.2 **BIFA Members & Non-member approved account holders** must settle payment within 30 days of invoice date. Failure to do so may result in the withdrawal of credit.
- 5.3 **Non-member approved account holders** are subject to these conditions and further to the conditions of their Credit Agreement.
- 5.4 **Non-member & individual** bookings/registrations are not confirmed until receipt of full payment. Attendance will be refused should a delegate arrive for an unconfirmed booking.
- 5.5 **Non-members or individuals** must settle payment no later than 15 working days before the course start date. Payments by cheque must be cleared prior to confirmation of booking/registration. Bookings made within 15 working days are subject to immediate payment; however cheques will no longer be accepted at this stage.

6. Cancellation & Transfer

- 6.1 BIFA reserves the right to cancel courses, such as, but not limited to, if minimum numbers are not met or due to trainer illness, whereby a free transfer or a full refund will be offered.
- 6.2 With the exception of clause (4.2), cancellations and transfers must be made in writing and are subject to further clauses (6.3, 6.4, 6.5, 6.5.1 & 6.5.2).
- 6.3 Requests to transfer a confirmed delegate to an alternative date will be subject to an administration charge. Second and subsequent requests to transfer the same confirmed delegate will each be subject to additional administration charges.
- 6.4 All cancellations and transfers of less than 15 working days notice will be subject to an administration charge.
- 6.5 A forfeit of the full course fee will be applicable if:
 - 6.5.1 Cancellations and transfers are made with less than 10 working days' notice.
 - 6.5.2 Delegates do not attend, without any prior notification.
- 6.6 Requests for duplicate certificates must be made in writing. An administration fee will be charged on all duplicate certificates.
- 6.7 Refunds, where applicable, will be made by cheque, bank transfer or to the credit card from which the payment was made.

7. General Information

- 7.1 Certificates are issued to all successful delegates after the end of the course.
- 7.2 BIFA reserves the right to amend courses to reflect changes in legislation and best practice.
- 7.3 All courses are delivered in English language and all examinations/tests must be completed in English language only.
- 7.4 BIFA reserves the right to amend course presentation in line with trainer availability.
- 7.5 Confirmation of bookings, details of the venue, start and end times and other relevant information will be sent to the person making the booking. It is your responsibility to forward details to the delegate.
- 7.6 Refreshments are provided on all courses and a light lunch is served on full day courses.
- 7.7 Special dietary requests need to be made at least three days before the course starts
- 7.8 BIFA does not provide parking. There may be limited parking at venues, which will be on a first come first served basis. There may be a charge and cars are parked at owner's risk.
- 7.9 A No Smoking policy operates on all BIFA courses.
- 7.10 Mobile telephones must be turned off at all times whilst inside the venue.