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ON-SITE TRAINING

Where training is carried out on-site at a company's or client's premises, the company or client will be responsible for the safety and security of both the instructor and the trainees. Verwer Training & Consultancy Ltd take no responsibility whatsoever for the health, safety and security of personnel or equipment at or on the company's or client's premises or those of associated contractors.

Where specific dangers or health and safety consideration apply, the company or client must provide suitable information, instruction or training to the course instructor and the trainees. Any such information, instruction or training must be provided free of charge.

ON-SITE CONSULTANCY

When consultancy is carried out on site at a company's or client's premises, the company or client will be responsible for the safety and security of the consultant and those working with him/her. Verwer Training & Consultancy Ltd take no responsibility whatsoever for the health, safety and security of personnel or equipment at or on the company's or client's premises or those of associated contractors.

Where specific dangers or health and safety consideration apply, the company or client must provide suitable information, instruction or training to the consultant. Any such information, instruction or training must be provided free of charge.

Where the consultant is working with machinery, plant or other equipment at the company's or client's premises, the company or client must allocate a trained and responsible person to accompany the consultant at all times.

Sometimes the consultant will require plant equipment or machinery to be started, stopped or exercised in some way to help diagnose a problem or locate a fault. Also, occasionally when dealing with or working on faulty plant or machinery control or automation equipment, unforeseen actions can occur which can damage equipment, products and even personnel. Such occurrences can also be costly in terms of loss or spillage of materials, products or other valuable commodities. Verwer Training & Consultancy Ltd and the consultant will take all possible and due care and attention when working on-site. Any activation, deactivation or other action will be done only with the express permission of the accompanying person. However, the company must take full responsibility for any dangers or losses caused by such actions. In no event will Verwer Training and Consultancy Ltd or the consultant be liable for any direct or indirect damages or losses that originate from inadvertent or unplanned plant operation whilst the consultant is on-site.

Reporting of Findings

All reasonable care will be taken in carrying out consultancy, checking, testing or other work for clients and in reporting the findings. However, neither Verwer Training and Consultancy Ltd nor the consultant or author(s) of subsequent reports make any warranty whatsoever regarding the completeness, quality, or adequacy of any conclusions or recommendations

contained within the report(s). In no event will Verwer Training and Consultancy Ltd or the author(s) be liable for any direct or indirect damages or losses that originate from the use of report(s) in part or in whole.

COLLECTING AND USE OF PERSONAL INFORMATION

As part of our business we will require certain personal and company information that allows us to contact you and also to record attendance and performance on our training courses. Generally this information is requested when you make enquiries as to our available services, attend training events or employ us to undertake consultancy services or other work.

Personal information collected by Verwer Training and Consultancy Ltd is generally limited to name, postal address, email address and company affiliation, but may from time to time include other information as and when needed.

We will use your supplied personal information to contact you only when important information (e.g. exam/test results, certification status etc) are to be communicated and occasionally to let you know about new developments in training or services offered by Verwer Training and Consultancy Ltd or the User Groups that we support. We will not use your contact information for general publicity nor will we pass your information to any other organization or third party without your express permission in writing.

Verwer Training and Consultancy Ltd will respect your privacy and will not sell or make available in any way your personal information except where you have specifically asked us to, or if we are required to do so by law, or in the belief that such action is necessary.

Verwer Training and Consultancy Ltd will endeavour to protect the security of your personal information. We will carefully protect your data from loss, misuse, unauthorized access or disclosure, alteration or destruction. However, Verwer Training and Consultancy Ltd cannot guarantee the security of any data that you disclose.

TRAINING CANCELLATION AND REFUND POLICY

We accept that due to illness, personal circumstances and other unforeseen circumstances, sometimes people cannot attend a booked event. One-for-one substitution for places on training courses are welcome at any time before the event starts. However, we would appreciate a few days' notification if possible. Sometimes in the case of on-site training unforeseen circumstances can require a complete course to be cancelled or rescheduled. Verwer Training & Consultancy Ltd will endeavor to find a mutually acceptable solution in conjunction with the client or company concerned.

Sometimes it is not possible to find a substitute for a booked training place and the booking must be cancelled. It is also possible that a complete course must be cancelled due to some unforeseen circumstance or disaster. Any cancellation will be subject to the following conditions:

- a) To qualify for a refund you must notify us, in writing of any cancellation no later than 28 days before the event. Any refund will be subject to a 15% administration charge.
- b) Any cancellation made within the period 7 to 28 days will not be refunded. However, where possible, the booking can be transferred to a later event or postponed and

rescheduled without additional charge. Such rescheduling can however only be done once. Should the second booking be cancelled within 7 to 28 days before the event, then a charge of 50% of the course fee will be made.

- c) We reserve the right to postpone or offer a refund in the event that cancellations cause there to be insufficient delegates to run the event. Verwer Training & Consultancy Ltd will always try to reschedule the event in conjunction with the client. However, we reserve the right to cancel any event in case of insufficient attendees.

Training can also be affected by unavailability of the instructor or equipment because of illness, accident or other event outside our control. Verwer Training & Consultancy Ltd has arrangements in place for substitute qualified instructors to be available as well as reciprocal arrangements with other similar training establishments. However, it may not always possible to find a replacement instructor or equipment at short notice. We therefore reserve the right to cancel training without notice. In such cases we will reschedule the cancelled training and will attempt to offer alternative dates and/or arrangements. In cases where an alternative date or arrangement cannot be agreed with our customer(s) we will offer a full refund of the course fee. Verwer Training & Consultancy Ltd will not be liable for any direct or indirect losses or expenses whatsoever because of cancelled training.

COMPLAINT HANDLING

Part of our quality of service agreement with PROFIBUS International and other supported organizations is a feedback and complaints procedure.

Certified training incorporates standardized tests or examinations that must be passed before certification is awarded. The decision of the instructor is not negotiable. However in the case of a complaint or appeal, we will ask an external expert to re-mark the test(s) and will accept the decision of the second expert. Should the second expert agree with the original mark, then this decision will be final.

Should a client, customer or trainee have a serious complaint or grievance during or after training, we will enlist the service of an external expert arbitrator to advise and help provide a mutually acceptable solution to all parties concerned. In all cases the opinion of the external arbitrator will be deciding and final.