



Terms and conditions

General

Terms and conditions apply to all transactions placed online, by telephone, or by post with Objective Travel Safety Ltd. Please read carefully before placing any order. All references to the 'company', 'us' or 'we' refer to Objective Travel Safety Ltd. All references to the customer shall mean the person or persons purchasing or agreeing to purchase goods from the company. All references to the Web Site shall include reference to all URLs owned by the Objective Travel Safety Ltd. All contracts are governed by and construed in accordance with English Law and any dispute between us will be resolved exclusively in the courts of England and Wales. Nothing in these terms and conditions will be deemed to affect your statutory rights. By using this site you are agreeing to these terms and conditions.

Prices and specifications

All prices are shown in pounds sterling (£) inclusive of UK VAT at the current rate unless clearly stated otherwise. All prices are subject to change without prior notice. Prices and specifications are checked to the best of our ability, and whilst every effort has been made to make them accurate, no responsibility will be accepted for errors and omissions. We reserve the right to alter our prices and specifications without notice.

Delivery of kit purchased

Items ordered from within the UK will be delivered as soon as possible via Royal Mail. Charges for the different delivery services can be obtained from our head office. All delivery charges are subject to change without prior notice. Every effort is made to ensure each delivery is made within an estimated time scale of 3-5 working days. All goods are subject to availability. In the event that we are unable to supply your goods within the estimated time scale we will inform you immediately and advise you of the expected delivery date. Outstanding orders / items can be cancelled at any time. In instances where payment has already been made, an alternative or refund in full for the item(s) concerned will be given. Objective Travel Safety Ltd cannot be held responsible for any non-delivery caused by courier or postal services.

Returns of kit purchased

Objective Travel Safety Ltd aims to offer you excellent quality, value and service at all times. If you wish to return an item for exchange or you have decided not to keep it, please return the item(s) with a copy of your delivery note and original packing within 28 days by post to our Office address at the address below. We will exchange or refund the cost of the item(s) where appropriate.

All goods must be in a new and unused condition together with a copy of your original receipt. If you wish to return any item due to it being faulty, please supply us the details of the fault and a copy of your delivery note stating the fault and send it back to us with the item and its original packaging, within 28 days. We will exchange the item or refund the full cost including any delivery charges incurred where appropriate. If you are in any doubt, please contact our Customer Service team on office@objectiveteam.com.

Returns Address:

Objective Travel Safety Ltd
Bragborough Lodge Farm
Braunston
Daventry
NN11 7HA

Ownership of goods

All items supplied to the customer remain the property of Objective Travel Safety Ltd until sums owing in respect of those goods has been received in full by us.

Course description

Due to the fluid nature of training courses and our commitment to continuous improvement, Objective Travel Safety Limited reserves the right to change the course content and/or trainer at any time in line with market demands.

Course dates and venues

Objective Travel Safety Limited reserves the right to alter or cancel published dates and change venues without liability. In the event of a cancellation where an alternative cannot be provided, monies received in respect of that course can be refunded in full. Objective Travel Safety Ltd are not liable for any travel and accommodation costs. Whilst every effort will be made to avoid resource changes, Objective Travel Safety Ltd reserves the right to amend or replace any pre-named trainer scheduled to deliver a specific course.

Fees

All fees in our brochures and on our website are correct at the time of print, however, we reserve the right to change them.

To make a confirmed booking

Availability for Gap Year Safety Course is shown on our website and a confirmed booking can be made by completing the online booking process or calling the office on 01788 899029. All bookings are subject to availability. Once completed, a confirmation letter, joining instructions and other information will be sent by email within 48 hours.

Provisional bookings

- To make a provisional reservation on a course, please telephone 01788 899029 or email to office@objectiveteam.com. Provisional reservations are subject to availability.
- To secure a reservation, written confirmation should be received within five days of the provisional booking being made.

Data protection

All data submitted when making a booking will be processed in accordance with [Objective Travel Safety Privacy Policy](#). If a booking is made on behalf of a third party you warrant that you have secured their express consent to their data being used for this purpose and have in place all relevant policies and processes to ensure compliance with all relevant legislation.

Cancellations

Bookings are transferable to another date, subject to availability. If cancelled the following charges will be incurred:

- 7+ days before a course = 25% of the course fee.
- 2 - 7 days before a course = 50% of the course fee.
- 0 - 2 days before a course = 100% of the course fee.

Non-attendance

- Objective Travel Safety Ltd accepts no liability if a delegate is unable to attend a course due to adverse weather conditions or any travel disruption. If a delegate is unable to attend, cancellation fees will apply.
- If a delegate fails to attend without prior notification, cancellation fees of 100% will be applied.

