

For Gravity to provide an excellent service to our customers certain ground rules need to be put in place so that both parties understand the lengths to which we can accommodate our customers. Gravity is a disciplined organisation with a customer-centric approach and we need to consider the impact on our organisation and yours, please read through this one-page document to better understand our terms of service.

- **NO ADMIN = NO TRAINING.** All admin requirements as per Registration Forms must be submitted on the 1st day of the training.
- Training will only be confirmed upon receipt of the completed Registration Form **and** Proof of Payment.
- Bookings are confirmed on a “first come first serve” basis.
- Gravity Training reserves the right to postpone or cancel any training or to change the location of any training. Any changes will be communicated with the client beforehand or as soon as it is possible.
- **Original** Certified Copies of ID's or Passports will be accepted (no faxes, scans or emailed copies allowed).
- No driver's licenses accepted.
- Learners must have basic numeric literacy and be able to understand, read and write English (special needs candidates can be accommodated on request).
- Learners must have a Certificate of Fitness, **valid** for a period of one (1) calendar year.
- Please check course specific administrative requirements.
- **In the event that any course requirements are not met, the training cannot continue and a 100% penalty fee will be applicable.**
- Re-Assessments:
 - All training courses are free of charge for the 1st attempt.
 - All re-assessments need to take place within a month's /30-day period or a special arrangement can be made with the Bookings Department.
 - will be free of charge.
- The company acknowledges that their employees will be working with expensive equipment and shall be held liable for any damages or neglect to Gravity Training equipment by their candidate.
- **Please Note - Weight Restrictions:** No person over the weight of 140 kg will be trained due to equipment limitations.
- All re-booking learners (when applicable) must attend training within 3 months of their first booking, if after 3 months, a new booking and full payment for training will be required.

Cancellations & Date Changes Policy:

- In the event of cancellations or postponing the course, the following penalties will be applicable.
 - Cancellation or date changes within 6 - 10 working days: 20% Penalty.
 - Cancellation or date changes within 3 - 5 working days: 50% Penalty.
 - Cancellation or date changes within 1 - 2 working days: 100% Penalty.
- Any arrivals after 09:00 will be seen as a no-show and a 100% “No-Show” fee will be applicable.
- Date change flexibility option available at additional cost per person:
 - This option entitles you to change the training dates after confirmation at an extra cost of 10% per person.
 - This option can only be exercised once.
 - It must be made at least 24 hours before the original training course starts.
 - Dates can be adjusted to within 30 days of the original booking.

Certification Process:

- Digital certificates can only be released once account has been settled.
- Certification Department does not keep copies of certificates.
- Re-issues will only be made to the company which paid for the certificates/course.
- If not working for the company anymore, permission must be obtained from the company which paid for the certificate /course.