

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.

FLEXIBLE TRAINING DATE:

If yes is not selected, the answer is by default NO.

The Flexible Training Date entitles you to change your training dates after confirmation without a penalty at an extra 10% cost. This option can only be exercised once (per quotation) and must be made at least 24 hours before the original training course starts.

*Dates can only be adjusted to within 30 days of the original booking.

**Rope Access Level 2 and Level 3 will be moved to the next available training dates.

TRAINING REQUIREMENTS FOR ALL COURSES:

Clothing:

- Dress code: Casual.
- NO open shoes.
- Safety shoes required for Rope Rigging, Advanced Fall Arrest Rescue Technician, and Level 2 and 3 Rope Access courses.
- Gloves recommended.

- Working at heights equipment will be supplied by Gravity Training for the duration of the training course at Gravity Training premises.
- The company acknowledges that their employees shall be held liable for any damages suffered by Gravity to the equipment through any negligent acts by their student.

Please Refer to Specific Course Requirements:

- NO ADMIN = NO CERTIFICATION!
 - Original certified ID copy (no driver's licenses accepted).
 - Valid annual medical certificate.
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- Certificate of Fitness:
 - As per the Construction Regulations of 2014 (section 10 (2) (b)), it is a legal requirement to be medically evaluated before any work from an elevated position can be performed.
 - The certificate must be valid for the entire duration for the course and not older than 1 year.
 - Pregnant prospective learners may not participate in practical work-at-height training where fall-protection equipment is not approved by the manufacturer for use during pregnancy. This restriction cannot be overridden by consent, a waiver or a risk assessment.

TERMS OF SERVICE:

General terms:

- First come, first serve.
- Proof of payment and registration form are required to confirm a booking.
- Learners who fail to attend their scheduled course or arrive after 10:00 will not be accommodated, and the full course fee will remain payable. Exceptions may be considered for medical reasons, subject to proof of the medical condition.
- Free re-booking applies upon receipt of valid sick note or death certificate.
- Weight restrictions: Persons weighing more than 120kg cannot be trained due to equipment limitations.
- Training courses are subject to a minimum learner requirement. Unless otherwise specified, a minimum of eight (8) learners is required for a class to be presented. Minimum learner requirements may vary depending on the course. Clients are encouraged to refer to the current Price List or consult their Bookings Administrator for course-specific requirements.

Cancellation Terms:

- Gravity Training reserves the right to cancel / postpone any training.
- Any changes will be communicated to the client.

Client:

- Cancellation 6 - 10 days before = 20% penalty.
- Cancellation 3 - 5 days before = 50% penalty.
- Cancellation 1 - 2 days before = 100% penalty.

PAYMENT TERMS:

- Banking details: as per quotation / tax invoice.
- Please use your quotation number (QU - - -) or invoice number (N - - -) as reference for your payment and send the proof of payment or purchase order (approved credit terms) to the bookings department (bookings@gravitygh.co.za).
- Cash or card payments are accepted at our office.

- Certificates can only be released once account has been settled.
- Re-issue of certificates will be subject to charges if outside the 14 day feedback window.
- 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.

RE-ASSESSMENT:

- All training courses have one free re-assessment.
- The free re-assessment must be booked with 30 days of the original training and attended within 60 days of the original training.
- All re-assessment 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.