

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 option entitles you to change your training dates after confirmation without a penalty at an extra 10% of the course fee.

This option can only be exercised once (per quotation) and must be made, in writing, at least 24 hours before the original training course starts.

*Dates can only be adjusted to a date within 30 days of the original training date.

**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-height equipment will be supplied by Gravity for the duration of the training course at Gravity premises.
- The company acknowledges that it shall be held liable for any damages suffered by Gravity to the equipment through any negligent acts by its learners.

Please Refer to Specific Course Requirements:

- NO ADMIN = NO CERTIFICATION!
- Original certified ID copy (no driver's licenses accepted).
- Valid annual medical certificate.
- Certificate of Fitness:
 - As per the Construction Regulations of 2014 (section 10 (2) (b)), it is a legal requirement to be medically evaluated before performing any work from an elevated position.
 - The certificate must be valid for the entire duration of 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:

- First come, first served.
- Proof of payment and registration form are required to confirm a booking.
- Weight restrictions: Learners 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 (SA) / twelve (12) learners (Int.) 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:

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

Client Terms:

- 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.
- One free re-booking is available upon verification of a valid reason (e.g. sick note; death cert etc.).
- Cancellation / postponement from the client without a valid reason will result in the following penalty fees:
 - More than 10 days before scheduled training = no penalty.
 - Cancellation 6 - 10 days before scheduled training = 20% penalty.
 - Cancellation 3 - 5 days before scheduled training = 50% penalty.
 - Cancellation 1 - 2 days before scheduled training = 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.

Interest on Overdue Amounts

- Any amount not paid on or before the due date shall bear interest at the rate of 2% (two percent) per month, calculated daily and compounded monthly from the due date until the date of actual payment (both days inclusive). Gravity may, at its sole discretion, elect to charge or waive such interest. The charging or payment of interest shall not prejudice any other rights Gravity may have arising from the late payment.

RE-ASSESSMENT:

- Each learner is entitled to one free re-assessment per course (excluding Rope Access & IRATA Courses).
- The free re-assessment must be booked and attended within 90 days of the original training.
- After 90 days, a new booking and full payment will be required.

* Rope Access and IRATA paid re-assessments must be booked and attended within 60 days of the first day of your original training.

Document Date: 01.10.2026	Approved By: B.J. Sass	Rev.: 009	Page 1
---------------------------	------------------------	-----------	--------