



**Focus on Forestry First**

## **Focus on Forestry First Ltd.**

### **Terms & Conditions -**

#### **Seminars and Courses booking & attendance.**

The Terms and Conditions below apply to all Focus on Forestry First Ltd Seminars and Courses. By making a booking customer are agreeing to these terms and conditions.

No variation to these conditions shall be binding unless agreed in writing between the authorised representatives of the training provider and the delegate and/or their sponsoring organisation. The delegate and their sponsoring organisation acknowledge that these terms and conditions supersede any written or verbal communication.

#### Bookings and Payment

Bookings can only be made online through the website [www.focusonforestryfirst.co.uk](http://www.focusonforestryfirst.co.uk) and it is the person bookings responsibility to ensure all information provided on the bookings page is correct. Where bookings cannot be made though the website, booking fees may be taken over the phone.

Full payment is required at the time of booking and all online payments are processed by PayPal. Payments are usually processed via a PayPal account, however, if the customer does not have a PayPal account, PayPal will provide an option to process payments with a credit or debit card. Places are only secure upon receipt of full payment and completed booking form.

If a particular seminar or course becomes fully booked beneficiaries will have the option to be placed on a waiting list. The waiting list is for that specific class, seminar or course only as per the dates on the website booking page, it is not a reservation for a subsequent seminar or course.

Places are strictly allocated on a first come, first served basis and no places are given any priority or reserved in advance.

Bookings will typically open on the website [www.focusonforestryfirst.co.uk](http://www.focusonforestryfirst.co.uk) six weeks prior to the start of the first session and this date will be communicated through mailshots, emails, newsletters & third-party organisations.

No persons will be allowed to attend any seminar or course without a completed and accurate booking form.

#### Cancellations and Refunds

After a booking and payment has been made online the customer has a cooling off period of 7 working days to make a cancellation if they so wish in accordance with Consumer Protection (Distance Selling) Regulations 2000. To cancel a booking customer must email [accounts@focusonforestryfirst.co.uk](mailto:accounts@focusonforestryfirst.co.uk) or use the contact form on the website. A full refund will be provided via PayPal if the request is made within 7 days of the initial booking. If a cancellation is made after 7 working days, the booking fee will not be refunded.

Where a booking is made within 7 days of the seminar or course start date, there will be no cooling off period therefore no refund of booking fee offered.

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**Last updated:** November 2023

For course places funded by a third-party, non-attendance will incur a charge of 100% of the booking fee to be paid by the attendee.

#### Terms & Conditions for Attendance

FFF Ltd reserve the right to cancel or amend the timings of these sessions at any point up to the stated start time of the session.

If for any reason a seminar or course is cancelled by FFF Ltd, for example due to instructor illness, then an alternative date will be offered. If this is not suitable then a refund of the booking fee will be provided.

If a seminar or course is cancelled due to unscheduled venue closures for example in poor weather conditions, or the venue decide to cancel a seminar or course after bookings have been taken, then a refund will not be issued.

FFF Ltd, or it's representative, will remove any attendee from an event immediately if it is deemed to have good reason, e.g. if he/she is under the influence of alcohol/drugs, behaves inappropriately/disruptively or otherwise wilfully fails to comply with Health & Safety guidelines. No refund of booking fees will be offered as a result of a participant being removed from a seminar or course.

#### Course Materials

The beneficiary acknowledges that all course material, program material or copies thereof are and will remain the property of the training provider and are subject to copyright. It is expressly agreed that either the delegate nor their sponsoring organisation will copy the whole or any part of those materials without the written consent of the training provider.

#### Clothing & PPE

FFF Ltd will inform participants of any PPE or clothing requirements within joining details sent out prior to the seminar or course taking place.

If participants do not wear suitable PPE when requested to do so, they may not be permitted to enter some sites. No refund of booking fees will be offered as a result of a participant being removed from a seminar or course for these reasons.

#### GDPR

In accordance with the GDPR, Personal Data is any information that personally identifies an attendee, (this includes name, address, etc.) FFF Ltd will record attendee personal data for the sole purpose of pre & post administration of the event booked on to.

FFF may share your name and email address with a third-party organisation to facilitate certification and accreditation where necessary for the course.

#### Force Majeure

Effects of an Event of Force Majeure -

Either Party shall be excused from performance and shall not be in default in respect of any obligation hereunder to the extent that the failure to perform such obligation is due to a Natural Force Majeure Event.

Notice of an Event of Force Majeure -

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If a Party wishes to claim protection in respect of an Event of Force Majeure, it shall, as soon as possible following the occurrence or date of commencement of such Event of Force Majeure, notify the other Party of the nature and expected duration of such Event of Force Majeure and shall thereafter keep the other Party informed until such time as it is able to perform its obligations. The Parties shall use their reasonable endeavours to:

- (i) overcome the effects of the Event of Force Majeure;
- (ii) mitigate the effect of any delay occasioned by any Event of Force Majeure, including by recourse to alternative mutually acceptable (which acceptance shall not be unreasonably withheld by either Party) sources of services, equipment, and materials; and
- (iii) ensure resumption of normal performance of this Agreement as soon as reasonably practicable and shall perform their obligations to the maximum extent practicable, provided that neither Party shall be obliged to settle any strike, lock out, work stoppage, labour dispute or such other industrial action by its employees.

#### Complaints and Appeals

Any concerns or issues regarding any services provided by Focus on Forestry First Ltd can be raised in conjunction with the Complaints and Appeals Policy & Procedure.

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