

## TERMS AND CONDITIONS

1. **Payment Terms.**
  - 1.1. In order to secure your course you must pay Redline Aviation Security Ltd (RAS) the appropriate costs in full, or subject to agreement, in part, with the remainder due before the date at the bottom of your invoice.
  - 1.2. We provide many forms of courses and therefore detailed payment terms are set out below:
    - 1.2.1. For Department for Transport (DfT) accredited courses such as the Aviation Security Managers' and Recognition of Firearms and Explosives (RFX) courses, full payment is required no later than 14 days before the course starts;
    - 1.2.2. For courses up to the value of £100, payment is required as per the date on your invoice.
    - 1.2.3. For courses in excess of £100, excluding bulk purchase of GSAT, a minimum deposit of £100 is required. The balance must be paid 14 days before the course start date;
  - 1.3. Payments shall be made in such format as we may agree with you when you place an order.
  - 1.4. If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your course;
    - 1.4.1. and/or we may suspend the supply and/or deliveries of any other services being provided to you by RAS.
  - 1.5. For all late payments a minimum of £25.00 administration and debt recovery costs will be applied.
  - 1.6. Redline reserve the right under trading laws to apply a daily rate of interest not exceeding 10% per day, to all overdue and outstanding invoices.
2. **If you cancel your Course.**
  - 2.1. All cancellations are subject to a cancellation charge.
  - 2.2. Cancellations for courses where more than 28 days notice is given are subject to an administration charge of £25.
  - 2.3. All cancellation charges are calculated from the day written notification is received by RAS.
  - 2.4. These charges are based on how many days before the date of course commencement we receive your cancellation notice in writing.
  - 2.5. These charges are based on the total running, equipment and resource cost of your course vacancy.



2.6. Cancellation charges for all courses where less than 28 days notice is given are set on the sliding scale below:

### COURSE CANCELLATION TABLE

No. of days	Amount you agree to pay.
More than 28 days	20% of total course costs + administration fee.
21-28 days	30% of the total cost of your course.
14-21 days	60% of the total cost of your course.
7-14 days	90% of the total cost of your course.
7 days or less	The total cost of your course.

2.7. Cancellation charges for cancellations more than 28 days in advance vary according to the course and whether another vacancy is booked on a future course of the same type or disciplines.

### 3. If we change your course.

3.1. In the unlikely event it becomes necessary to change your course, in total or in part, RAS will inform you as soon as is reasonably possible of any necessary changes. You shall have the choice of:

3.1.1. accepting the changed arrangements;

3.1.2. or purchasing another course from RAS (and paying or receiving a refund in respect of any differences);

3.1.3. or cancelling your course and receiving a full refund of all payments made.

### 4. Delay or Failure to Perform on our part.

4.1. We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation):

4.1.1. an act of God, explosion, flood, fire or accident;

4.1.2. war or civil disturbance;

4.1.3. strike, industrial action or stoppages of work;

4.1.4. any form of government intervention;

4.1.5. a third party act or omission;

4.1.6. failure by you to give us a correct delivery address or notify us of any change of address.

### 5. Our promise to you.

5.1. RAS shall ensure that all services you order from us are in accordance with these terms and conditions and shall be performed by us with all reasonable skill, care and utmost professionalism.



Redline Aviation Security Ltd  
The National Security Training Centre  
First Avenue  
Robin Hood Airport  
DONCASTER  
DN9 3RH

Registered as Company No. 5915087 in England and Wales. VAT Reg. No. 906 456 420

- 5.2. Where an element of your course is not provided as stated in the course instructions you must notify us within 28 days of the alleged breach. We shall then investigate the matter and if we have not delivered the services in accordance with the course content, objectives and guidelines you shall be entitled to:
- 5.2.1. a full refund of the cost of your course (or, where appropriate, the relevant section of it) less any fees charged for changes requested by you;
- 5.2.2. or a free course to the equivalent value of the services complained of, where such dates are agreed in writing by us.
- 5.3. We will not be liable to you by way of representation (unless fraudulent), common law duty or under any express or implied term of the contract for:
- 5.3.1. any losses which are not foreseeable by both you and us when the Contract is formed arising in connection with the supply of the services or their use by you;
- 5.3.2. any losses which are not caused by any breach by us; business or trade losses.
- 5.4. Our entire liability in connection with training and auditing services will not exceed the purchase price of the services booked less any amendment charges paid to us.
- 5.5. Except in relation to death or personal injury caused by our negligence Redline's liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.
- 6. Behaviour.**
- 6.1. If your behaviour is deemed to be unacceptable or causes damage your course may be terminated and you may be asked to leave RAS premises. Your application form and contact details will be retained pending further enquiry.
- 6.2. No whole or part refunds will be made under these circumstances.
- 7. Governing Law and Jurisdiction.**
- 7.1. The contract is subject to English law and the exclusive jurisdiction of the English Courts.
- 8. Your Information.**
- 8.1. We shall only store and use the information you supply to us or which is supplied to us for the purposes of carrying out our contact with you and to inform you of other services and offers which we make available from time to time.
- 8.2. If you do not wish to receive such information, please let us know by: emailing us at [admin@trustredline.co.uk](mailto:admin@trustredline.co.uk); or telephoning us 01302 623262; or writing to us at the address noted above.

Thank you for your custom,



Company Director



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