

GROUP BOOKING FORM

Please complete this form using capital letters

Full Name:		Job Title:	
Organisation:			
Address:			
Training Venue:			
Telephone:		Email Address:	
How did you hear about Vertex?			
Requested Training Course Dates:			
Emergency out of hours contact number:			

Which course(s) would you like to book?

Tick Here	Course	Cost	Duration
	ERCA Low Ropes Instructor – Training & Assessment	£800 + VAT	2 days
	ERCA High Ropes Instructor – Training and Assessment	£1,600 + VAT	4 days
	ERCA Low & High Ropes Combined – Training and Assessment	£2,000 + VAT	5 days
	ERCA Conversion Course – Training and Assessment	£800 + VAT	3 days
	ERCA Rescue Course – Training and Assessment	£1,200 + VAT	3 days
	ERCA Refresher Course – Training and Assessment	£400 + VAT	1 days
	ERCA Site Specific Course – Training and Assessment	£400 per day + VAT	as required
	ERCA Adventure Park Instructor – Training and Assessment	£800 + VAT	2 days
	ERCA Special Element Training (Zip, Swing etc)	£400 per day + VAT	as required
	ERCA Temporary Low Ropes Instructor & Constructor	£3,750 + VAT incl kit	3 days
	Vertex & Capstone Operational Ropes Course Inspection Training & Assessment	£2,000 + VAT	4 days
	ERCA / Vertex Assessment	£400 per day + VAT	as required

Travel to/from the venue and the trainers accommodation/food costs will be added onto the final invoice. These will include all travel tickets, £10 per hour travelled, and £0.46 per mile when driving and £75 per night for food and accommodation when not provided all are subject to VAT. There will also be a £15 plus VAT fee for each certificate issued following training. This will be added to the final invoice.

Sub Total

VAT

Total to Pay (excl travel, subsistence, accommodation and certificates)

I hereby agree to the terms and conditions of this booking:

Signature	Print Name	Date

For Office Use Only:

Booking received		Trainer		Deposit invoice raised		Deposit Paid
Booking confirmed		Equipment request		Final Invoice raised		Final Invoice Paid

BOOKING QUESTIONNAIRE

Participants	
The number of people to be trained	
Are they new or returning staff	
Course	
What type of ropes course do you have? (please delete as appropriate)	<ul style="list-style-type: none"> • self-belay adventure park • continuous belay adventure park (please specify which system) • smart/intelligent belay adventure park • traditional ropes course in trees • traditional ropes course on poles with wire • linear ropes course with steel girder • traditional ropes course on pole with steel frame • Other – please give details:
Is the course a new build?	
Are there drawings available of the course?	If drawings are available please can they be scanned and emailed with your booking form
Who built the course?	
Do you have any specialist elements? (please delete as appropriate)	<ul style="list-style-type: none"> • Powerfan • Zip wire • Giant swings • Other – please give details:

Documents	
Please email us the following documents prior to the start of your course:*(see paragraph below)	<ul style="list-style-type: none"> • Operational Policies • Rescue and Emergency Plan • Most recent Inspection report (Inaugural or Periodical) • Risk Assessments
Trainer	
Do you have a preferred trainer?	
Will accommodation be provided for the trainer?	
Will meals be provided for the trainer?	

*You will note in the booking form that we are requesting copies of your inspection report (inaugural or periodical) as well as your policies, procedures (SOPs), risk assessments and emergency plans. These documents should be dynamic in nature, changing and adapting as you use your facility, taking whatever action is required to eliminate or reduce any risks. If your course is a new build, or even a well-established facility, and you would like help with these documents then please let us know as we can provide a range of support in this area. We can help create, review or approve your documents as well as offering best practice advice which in turn will help avoid professional, incident and litigation challenges.

Please ensure that all candidates attending training fulfil the admissions criteria for courses:

General Admissions Criteria for ALL courses	Tick
Minimum age of 16 years for low ropes courses, for all other ropes courses 18 years;	
Trained in First Aid including CPR within the previous 3 years	
Good physical condition (able to partake on the ropes course program without difficulty)	
Confident at height (not for low ropes courses)	
Specific Requirements for ERCA High Ropes Course Instructor	Tick
At least one day prior experience on a high ropes course. This could be provided at the beginning of a training course	
Specific Requirements for Generic Rescuer	Tick
Passed training as an Instructor in at least one of the instructor fields (types);	
1 year's proven experience leading roped activities (caving, climbing, ropes courses etc)	
Skills and experience in rope techniques, knots, abseiling, etc. In addition skills and techniques which are used on the course where the training is taking place	
Specific Requirements for Vertex Inspection Training Course	
Must hold an ERCA Generic Rescuer Qualification or IRATA Level 1	



TERMS AND CONDITIONS

Vertex Instructor Training is Europe's leading training provider for the ropes course industry and has been in operation since 2002.

Please read the following terms and conditions carefully and return the signed booking form agreement to us by post or email. If you have any questions please do not hesitate to contact us.

Participant information

Personal Information, Consent and Acceptance and Medical Information forms will be sent to the main booking contact prior to the commencement of the programme. These need to be completed and handed to the trainer on the first day.

Participants to Trainer Ratio

For the safety of the participants and the quality of the training we insist upon a trainer to participant ratio of:

1:10 for High Ropes;

1:12 for Low Ropes;

1: 8 for Rescue

1: 8 for Operational Inspection

What we will provide;

- Qualified instructors at an appropriate ratio;
- A training manual in PDF format;
- A certificate and assessment sheet for participants;

What PPE equipment do you need to provide when we come to you?

- We can provide appropriate equipment but we recommend that where possible you provide your own, providing it meets current safety standards. If you are a new site, we can advise you on the correct equipment to buy and are able to purchase PPE equipment direct from the manufacturers for you;
- Please ensure that all PPE equipment is marked and ready for use on the first day of training.

Access to the Ropes Course

- You will need to provide your course/element for the length of the training;
- Please ensure that your course is fully operational and ready for use on the first day of training.



Training Room

- You will need to provide a suitable room where the group can meet and where theory training will take place;
- We will also require the use of a white board or flip chart and pens. Some training courses also require the use of a projector. Please let us know in advance if any of these will not be available as we may be able to bring them with us (depending on travel arrangements).

UK Customers ONLY

Booking Process & Confirmation;

- Following your initial enquiry your preferred training date will be kept open for a period of 2 weeks. If we do not receive your booking form with 2 weeks, the training dates will be made available to other customers;
- Once you have completed and returned your booking form a 50% deposit invoice will be raised;
- Your booking will be confirmed within 10 days of receipt of a completed booking form;
- Balance is payable within 30 days of the course start date;
- No contract is made until we acknowledge receipt of the booking form and deposit payment.

Additional Costs

Additional charges will be made on top of the basic course cost and can include the following:

- All travel tickets for the trainers such as flights, trains, taxis and buses;
- £10 per hour spent travelling to your site and £10 per hour travelling home;
- £0.46 per mile when driving, on top of the £10 per hour travelling cost;
- £75 per night for food and accommodation when not provided;
- £15 for each certificate issued following training;
- Please note: Certificates will not be sent until the final invoice has been paid;
- All the above are subject to VAT where applicable.

Payment Method

You can pay for your training course in 3 ways:

- **BACS Transfer** – Bankers' Automated Clearing Services
- **Cheque** – made out to Vertex Instructor Training Ltd
- **Credit Card** – payment by credit card will be subject to a 2.5% surcharge



Non UK Customers ONLY

Booking Process & Confirmation;

- Following your initial enquiry your preferred training date will be kept open for a period of 2 weeks. If we do not receive your booking form with 2 weeks, the training dates will be made available to other customers;
- Once you have completed and returned your booking form an invoice for the **FULL** amount will be raised;
- Your booking will be confirmed within 10 days of receipt of a completed booking form;
- You will be asked to arrange and pay for all flights, trains, transfers and buses for the trainer;
- No contract is made until we acknowledge receipt of the booking form and **FULL** payment has been received.

Additional Costs

Additional charges will be made on top of the basic course cost and can include the following:

- £10 per hour spent travelling to your site and £10 per hour travelling home;
- £0.46 per mile when driving, on top of the £10 per hour travelling cost;
- £75 per night for food and accommodation when not provided;
- £15 for each certificate issued following training;
- All the above are subject to VAT where applicable.

Payment Method

You can pay for your training course in 3 ways:

- **BACS Transfer** – Bankers' Automated Clearing Services
- **Cheque** – made out to Vertex Instructor Training Ltd
- **Credit Card** – payment by credit card will be subject to a 2.5% surcharge



Cancellation

Vertex's trainers are primarily sub-contractors and to that end they require a reasonable amount of notice if dates need to change or are cancelled. This will then enable them to have enough time to seek other work. Therefore, please be aware that Vertex will enforce its cancellation policy as follows:

- If Vertex needs to cancel your course we will make a full refund or organise an alternative date;
- Should you need to cancel your booking, you must do so in writing. Your cancellation will **only** take effect from the date that written notice (this can be by email) is received by us;
- In the unfortunate event of cancellation please do so **no less than 28** days prior to course commencement;
- If you cancel more than 28 days prior to the course taking place it may result in a 30% administrative fee being retained;
- In the event of a cancellation giving less than 28 days' notice **the full cost of the booking will be charged**, unless an alternative date can be agreed with the trainer;
- In exceptional circumstances we will consider a partial refund but this will be assessed on a case by case basis;
- If the reason for cancellation is covered under the terms of any holiday insurance policy you may be able to reclaim these charges from your insurer.

Insurance

Vertex carries the appropriate insurances to cover all its activities and training, but we recommend you take out appropriate personal accident and cancellation insurance.

Damage/Vandalism/Losses

Please note that you will be charged for all damage incurred beyond what is considered fair wear and tear. Any items of lost equipment will be charged at cost.

Safety

We reserve the right to change, modify or cancel at short notice any activity which we consider compromises the safety of the group, such as clients' ability, equipment, your behaviour, adverse weather conditions etc. This will be carried out in full consultation with your group and may mean that no refund can be given. You and your group need to understand that your actions will contribute to the level of your safety and that of the group.

Contractual Agreement

The signing of the booking form and agreement to the terms and conditions constitutes a contract between you and Vertex Instructor training Ltd, and is therefore governed by and construed in accordance with English law, being subject to the jurisdiction of the Courts of England and Wales. No variation shall be of any effect unless in writing and by the authority of Vertex Instructor training Ltd.

Overdue accounts

Overdue accounts will be charged 5% per week on all money owed.