

Payment terms and conditions

These Terms and Conditions (T and Cs) are effective from 1 February 2020. Please note these Terms and Conditions may be subject to change without notice.

These T and Cs are produced to ensure both Kym Allan Health and Safety Consultants Ltd. (hereinafter known as KAHSC Ltd.) and the customer remain responsible and accountable when paying via online methods.

These terms and conditions do not affect your statutory rights as a consumer.

Paying KAHSC

- Invoices are to be paid within 28 of the send dates
- Bill payer's permission is essential before purchasing any of KAHSC services, we do not accept liability for fraudulent or dishonest payments from external companies.
- Payment can be made via Online (Stripe Payment), over the phone, Cheque or bank transfer
- All prices from KAHSC are in GBP – UK pound sterling. Any currency conversion costs, or other charges incurred will be paid by the customer and KAHSC are not responsible for the payment of additional currency conversion costs.
- Customer online payments will usually see the money leave their account immediately however it may take longer to reach KAHSC depending on the card provider
- KAHSC are not liable for any losses or penalties for payment not reaching due to incorrect information being inputted into the system by the customer themselves, we ask you check all details are correct before submitting payment
- We always hope any online transactions go through smoothly, however, if the system is temporarily unavailable, we do not accept responsibility for this due to it being a 3rd party company, however, if you let us know we will see to try and find a solution.
- Cheques are to be made out to 'Kym Allan Health and Safety Consultants LTD'
- Using this website indicates your acceptance of KAHSC policy on personal data usage and retention, with regards to using this service, which can be found in the Privacy and Security section.
- KAHSC Ltd. will not be liable for any financial loss, including travel and accommodation costs suffered by or on behalf of any person who wished to attend the training, should we cancel them for any reason. You are strongly advised to take out insurance against cancellation if your travel costs are likely to be substantial.
- Our online payment provider is 'Stripe Payment' [click here to see their terms and conditions](#)

KAHSC outgoing payments

- Refunds or credit notes will be paid the same way we received the money and to the same back account we received it from in line with regulation 34 of the Consumer Contracts Regulations 2013. For example, if you pay over the phone using debit card, we will refund back onto that debit card
- Refunds will be made within 28 days of the refund/credit being raised
- In line with the consumer rights, you have 14 days cooling-off period after the date the contract was agreed to change your mind, if payment has already been made by the customer, we will refund the full amount within 28 days.

Payment (as of 1 September 2020)

- All course fees must be paid in full before the course takes place unless prior agreement has been made with KAHSC Ltd.
- KAHSC Ltd. can offer a payment plan depending on the individual circumstances.
- Prices are liable to change at any time; however, it will not affect your purchase once you have received a confirmation from KAHSC

If you have any questions or concerns about our payment and/or refund terms and conditions please call us on 01228 210152, E-mail Enquiries@kymallanhsc.co.uk or post 3-4 Citadel Row, Carlisle, Cumbria, CA3 8SQ