

Cotswold Assessments

Candidate Terms and Conditions

1. To book an assessment you must pay for it in full a minimum of two weeks before the date of the event. If an assessment is booked within 2 weeks of the date then payment must be made immediately. Failure to do so will mean that your assessment has not been reserved for you and will not take place. Payment can be made via online banking; details for making payments are provided on all invoices.
2. If a candidate is unable to attend their assessment after payment has been taken, the booking may only be postponed to a future date if circumstances are exceptional or enough prior notice is given, (one week minimum).
3. If a candidate cancels their assessment without prior notice within 2 weeks of the event, then a cancellation charge of 50% of the assessment fee will apply. If cancelling within 1 week, then a cancellation charge of 100% of the assessment fee will apply.
4. If a customer has a complaint: full details of our complaints and appeals procedures are available on the cotswoldassessments.com website or upon request.
5. Cotswold Assessments, or its representative, will cancel any candidate's assessment 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 or animal welfare guidelines.
6. In the event of bad weather, staff illness or any other unavoidable disruption beyond our reasonable control, Cotswold Assessments may have to postpone an assessment at short notice. This will only happen in the most extreme circumstances and we apologise in advance for any inconvenience caused on such occasions. We will make arrangements to reorganise the assessment with you as soon as we can.
7. It is each candidate's responsibility at all times to ensure that he/she is aware of and complies with health & safety and animal welfare regulations and guidelines as they are currently enforced.
8. Cotswold Assessments operates an equality & diversity policy and whenever possible will organise assessments to be accessible as appropriate. Candidates can access a copy of the equality & diversity policy from the Cotswold Assessments website or upon request.
9. In order that we can provide the best service possible to all our clients, any candidate preparing to attend an assessment with us should ensure that he/she has read fully all correspondence, and ensures that they bring any equipment and personal identification documents, etc, as appropriate, i.e.:
 - a. Relevant information (e.g. passport, or national identity card, previous certificates etc.)
 - b. Equipment (e.g. tack bag and personal protective equipment).
10. If a candidate has a problem providing any of the requested equipment or information (e.g. Personal Protective Equipment) and has not contacted Cotswold Assessments or their assessor to discuss it, then the Assessor has the discretion to refuse the assessment of that candidate.
11. In accordance with the UK General Data Protection Regulation (GDPR), Personal Data is any information that identifies a candidate, this includes name, address, date of birth, ID photograph, business details, etc. Cotswold Assessments will record candidate personal data for the sole purpose of pre & post administration of the assessment booked. Information may also be shared with regulatory authorities, airlines, shipping



agents for the sole purpose of identifying whether the candidate is a current certificate holder. We will never pass personal data on to third parties for marketing purposes. Candidates have the right to request a copy of the personal information we hold about them, for which we may charge a small fee, and to correct any inaccuracies in their data.

12. Cotswold Assessments cannot accept responsibility for the actions of any other person resulting from their reading of assessment details or their interpretation of the Assessment Schedule. Neither can we accept responsibility for any loss incurred as a result of a person relying on their interpretation of the assessment schedule or other assessment materials, etc.
13. Customers shall be deemed to accept the above Conditions on booking an assessment with Cotswold Assessments. None of the above Terms and Conditions of Trading shall be deemed to be waived or modified unless expressly agreed by us in writing.