



Flying Pigeon NZ Ltd

Terms & Conditions for Constructsafe bookings.

By making a Constructsafe booking with Flying Pigeon NZ Ltd (FPNZ) whether directly or via our website's booking page you agree to be bound by these terms and conditions.

Payment Terms

Advanced payment for all assessments is required when booking. Payment can be made via online banking, an invoice will be sent directly to organisers email.

- Account holders payment of the invoice is required before the assessment or within 7 days of the date of the invoice unless otherwise agreed by both parties.
- Overdue accounts will incur a collection cost of 10% per month of outstanding debt.
- Failure to pay your account will cause your Constructsafe profile to be cancelled.

Changes and Cancellations

Changes and cancellations to bookings are permitted up to 48 hours prior to the scheduled start time of the assessment. Please contact us to request a reschedule or cancellation. info@flyingpigeon.org

- Please contact us as early as possible to request a change or cancellation.
- Cancellations made within 48 hours of the scheduled start time of the Constructsafe assessment are not refundable.

No Shows

Failure to attend the Constructsafe assessment will result in forfeiture of all payments made. You will need to rebook and repay.

Cancelled Assessment

Refunds will not be given for a assessment cancelled due to a breach of Constructsafe terms and conditions.

Refunds

FPNZ recognises that workplace demands can change at short notice. Therefore our cancellation refund policy will be as flexible as possible while ensuring minimal financial loss to FPNZ.

- Requests for refunds may be made by emailing info@flyingpigeon.org
- Refunds will be processed when requested by the original Client on the account.

Variations and Notification

- FPNZ will make reasonable efforts to inform the Client where any change may need to be made to the agreed details of a Constructsafe assessment.
- If a course is altered within 24 hours of that course being held, FPNZ will endeavour to re-book each candidate to another time or location to suit the client and/or candidate.

Complaints & Compliments

Complaints & Compliments can be made by emailing info@flyingpigeon.org

Flying Pigeon NZ Ltd

www.flyingpigeon.org info@flyingpigeon.org 0276940883