



Making an enquiry

- You may email us with enquiries or complete the contact us form on our website.
- After initial enquiry, you will be asked to complete our online booking forms, Inspections or Training.

Accepting an order

- After completion of our online booking form, you will be issued with a quote valid for a period of time.
- Written confirmation must be received within the stated time frames to accept the order.
- After you have written to accept the quote, you will be issued with a deposit invoice.
- No materials, accommodation etc will be purchased by RCiT until we have received the deposit funds into our account.

Payment

- Payments must be made within the stated timescales on your invoices.
- Late payment shall incur interest at the rate of 8% above the bank rate in accordance with The Late Payment of Commercial Debts (interest) Act 1998.
- Cancellation
 - 7 days before the work will forfeit the deposit and be charged all travel expenses.
 - 30 days before the work you will forfeit the deposit.
- If there is or you foresee a delay in the completion of a new build you must contact us at your earliest convenience to ensure an alternative date can be found otherwise the above will be enforced.
- Should we have to cancel the work due to adverse weather, an alternative date at the earliest convenience shall be sought but you may incur additional charges.

Inspections

Ropes Course Inspection & Training will provide you with:

- A qualified and knowledgeable inspector
- A full report following our inspection detailing any alterations or amendments.
- A inspection certificate once all critical actions have been completed from your report.

Ropes Course Inspection & Training needs the following from you

- Self-declaration to EN 15567 Part 2. RCiT will provide the form for you to use.
- A competent person on the inspection day to debrief our findings with.
- Operational Inspection - Evidence of completed periodical inspection.
- Periodical Inspection - Evidence of completed Operational Inspections.
- We retain the right to cancel the inspection if we deem it is unsafe to continue due to your client's behaviour, staff behaviour or the state of the course / equipment.