



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 50% deposit and be charged all travel expenses.
 - 30 days before the work you will forfeit the 50% 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.

Course 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.

Alf Servicing / Inspections

By submitting your ISC ALF unit for servicing with RCiT, you agree that all items must be sent using tracked and recorded postage at your cost, and RCiT shall not be responsible or liable for any loss or damage to your equipment during postage or transit to us and in return to you.

The service/inspection fee covers a standard service, including inspection and the replacement of springs and bolts as required.

Should your unit require additional parts such as a new housing or other components beyond the standard scope, RCiT will provide a written quotation for such parts and obtain your approval before any further work is carried out.

If you elect not to proceed with the service after inspection, your unit will be returned to you clearly marked as "Do Not Use", and no further service work will be performed unless agreed in writing.

Inspection Terms & Conditions



PPE Inspections

All PPE inspection quotations provided by RCiT are based on the number of items declared and agreed prior to attendance at site.

Should additional items of PPE be presented for inspection beyond the quoted quantity, these extra items will be inspected and charged accordingly after the inspection.

1 - 200 items	£ 250.00
200 - 400 items	£ 550.00
400 - 600 items	£ 850.00
600 - 800 items	£ 1,150.00
800 - 1000 items	£ 1,450.00
Over 1000	£ 1,750.00

Any PPE found to be damaged, defective, non-compliant, or unsafe will be clearly labelled “Do Not Use” and left on site. It is the sole responsibility of the site or equipment owner to remove, quarantine, or dispose of any PPE marked as unfit for use following the inspection.

All PPE must be clean, accessible, and ready for inspection at the time of the visit.

RCiT reserves the right to refuse inspection of items that are excessively dirty, contaminated, inaccessible, or scattered around site, which may result in delays or additional charges.