**Course Booking Process**

**Book with Confidence:**

At SIMIAN, we make booking your training quick, easy, and stress-free. Whether you're enrolling individually or managing group bookings for your team, our streamlined process ensures everything runs smoothly from start to finish.

**Step 1: Find the Right Course**

Explore our wide range of accredited vocational training courses designed for the construction, scaffolding, and safety industries.

* Detailed course outlines
* Entry requirements
* Dates & locations

🔎 **Visit:** [www.simianinternational.com](http://www.simianinternational.com)
📞 **Call us:** +971 2 6558 755 / +971 54 581 3513
✉️ **Email:** sales@simianinternational.com

**Step 2: Check Availability**

Once you've chosen your course:

* View live availability on our website
* Or speak directly to our bookings team

We’ll confirm available spaces and suggest alternatives if needed.

**Step 3: Submit Your Booking**

Booking is simple and can be done in several ways:

* **Online:** Fill out the booking form on our website.
* **Email:** Download and complete the booking form, then send it to sales@simianinternational.com
* **Phone:** Call us directly to assist with your booking.

Information you’ll need:

* Learner name(s)
* Company details (if applicable)
* Selected course and preferred dates
* Purchase Order or payment reference

**Step 4: Confirmation & Invoice**

Once we receive your booking:

* You’ll get a Booking Confirmation Email
* An invoice will be issued (if applicable)
* Your place is secured upon payment

**Payment Methods:**

* Bank Transfer
* Purchase Order (for approved accounts)

**Step 5: Pre-Course Information**

Before the course commencement, participants will receive:

* Joining instructions
* Venue details
* PPE/Equipment or ID requirements

Please ensure all participants review this information carefully.

**Cancellation & Refund Policy**

Cancellations must be submitted in writing. For detailed terms and conditions, please refer to our **Cancellation & Refund Policy** available on our website or upon request.

**Contact Us**

For assistance or further information:

* **Phone:** +971 2 658 8755 / +971 54 581 3513
* **Email:** sales@simianinternational.com
* **Website:** [www.simianinternational.com](http://www.simianinternational.com)

Our team is here to support you through every step of the booking process.

**Other Terms & Conditions:**

1. Bookings only accepted upon receipt of a completed booking form. If any misinformation is found on the booking form, then money will not be returned in full or partial and course cancelled.
2. Course fees must be paid at the time of booking unless specific credit terms are agreed.
3. We reserve the right to withhold training certificates and other related documentation until payment is made in full.
4. Cancellation Policy:
5. Cancellation received within 30 days of the start date; a full refund of the course fee will be made.
6. Cancellation received before 21 days of the due start date a refund of 75% of the course fee will be made.
7. Cancellation received within 14 days of the due start date the full course fee is to be paid.
8. No refund will be made if attendees fail to attend the course or leave prematurely for whatever reason.
9. We reserve the right at its discretion to cancel, alter or re-arrange courses without liability. In such an evet and attendees would be offered alternative courses or a full refund.
10. We reserve the right to remove any attendee(s) from the course at any time, due to their conduct or behaviour (including substance abuse) and in the interest of other attendees, whether on the grounds of health and safety or other reasons.
11. A surcharge of 5% of the course fee shall be levied per calendar month from the date of invoice on outstanding monies due.
12. Where training is provided at your premises, a suitable room must be provided (not a site changing room or canteen area) which is available to others.
13. Operatives undertaking advanced scaffold inspector training must have a background in scaffolding.
14. Operatives attending practical scaffold training courses must be physically and medically fit to attend.
15. Operatives attending any scaffold training courses must have a minimum of 6 months site experience.
16. Operatives undertaking any training must attend the full duration of the course timetable, any absenteeism during the course will be classed as a non-achievement and the candidate will have to attend a full course to achieve.
17. Special circumstances will be taken into consideration for absenteeism due to personal reasons, medical reasons, or family bereavement.
18. Operatives with learning difficulties must inform the instructor at the start of the course and will be assisted throughout the course.
19. ANY CANDIDATE ARRIVING LATE FOR THE COURSE WILL NOT BE PERMITTED TO ATTEND THE COURSE AND WILL BECHARGED FOR THE FULL COST OF THE COURSE. CUT OFF TIME 2 HOURS AFTER COURSE START TIME.