

# Terms and Conditions of Booking a Course

## General Considerations

1. All prices quoted are net of VAT at current rates
2. All bookings must be paid for in full at least 7 days prior to the course start date, unless agreed otherwise in writing. Certifications will not be claimed if payments are outstanding by the end of the course. See also point 8 below
3. Late bookings, less than 7 days prior to the course start date, will be accepted and we ask that payments are made as soon as possible, following the booking, or a cheque brought on the day. Certification will not be processed until payment is received.
4. All of our facilities are Non Smoking, and we ask delegates not to smoke on-site except in the designated smoking areas.
5. We have a Delegate Code of Conduct, which we respectfully ask all delegates to adhere to, to ensure that everyone enjoys their training programme.
6. We will support learners with learning difficulties as much as possible. Please make these known to us in advance so support tutors can be arranged.

## **Cancellation Fees – Please READ carefully.**

7. Any cancellation must be notified in writing – this can be post or email.
8. Cancellations or postponements **7 days or less** before the start of the course date, will result in **full fees being charged** for the original course date. Bookings with outstanding payment at the time of cancellation will still incur the full course cost being due if you cancel 7 days or less of the course start date. An additional fee will be charged for any new course you wish to book.
9. 50% of the fee will be returned for cancellations or postponements notified 8 -13 days in advance of the course start date. Full course fees will be due for any new course dates booked
10. Cancellations or postponements made 14 days or more before the course start date will have either the fees returned in full, or delegates will be re-booked onto new course dates free of charge.
- 11. Course fees will not be refunded for delegates failing to attend the course, and will still be payable if payment is outstanding.**

### **Specific Terms for First Aid Training**

- 12 All delegates attending first aid training must have a good command of written and spoken English. This should be to a sufficient level to enable the practical assessments and written tests to be completed to the required level of competency.
- 13 Fee refunds are not provided for delegates who fail any part of the required assessments resulting in non-certification.
- 14 All delegates must attend the minimum amount of course hours as laid down by the HSE. Delegates turning up late or failing to attend all the required hours will not be certificated.
- 15 All delegates attending the FAW Refresher course must be in possession of a valid and in-date FAW certification, or be within the 28 day grace period of the expiry date. A copy of the existing certificate must be produced on the first day of the course.
- 16 The FAW and FAW Refresher Qualification requires the delegate to complete 2 written test papers and 3 practical assessments in front of an external assessor. Failure to demonstrate fluid competency of first aid skills to the required standards will result in the delegate not being certificated. The assessors decision is final.
- 17 Delegates must be sufficiently able bodied to perform all of the first aid skills. This will require some kneeling on the floor and bending while in a kneeling position. CPR Resuscitation requires a downward force onto the wrists and hands from a floor based kneeling position, and all delegates must be capable of this action.
- 18 All delegates should generally be fit and healthy, and be of a nature that would allow them to deal with a first aid incident in a calm and organised way. People suffering from nerves or anxiety should consider the demands of the role before booking onto a course.

### **Delayed / Overdue Payments.**

- 19 NO certificates will be processed without full payment having been made first. In the event of a delegate attending a course and payment has not been received, certification processing will be withheld by a **MAXIMUM** of 7 days. After this date, processing time will have expired and the delegate will have to pay to resit the entire course again.

### **Unacceptable behaviour**

- 20 We strive hard to create a relaxed and friendly learning environment. Delegates who act in an aggressive manner, or are unruly, will be asked to leave the training course in the interest of others. Refunds to course costs will not be given.