

# Surrey First Aid Training

4 Saxton House, Parklands Business Park, Guildford, GU2 9JX  
Tel: 01483 238 268 Email: enquiries@surreyfirstaid.com  
www.surreyfirstaid.com



## Terms and Conditions for In-house Training Courses

Our aim is to make it as easy as possible to book a course for first aid and health & safety related subjects with Surrey First Aid Training.

### Receiving a quote

Enquiries may be made by telephone, email or letter, however, we only quote via email to ensure the price you receive is not misinterpreted. All quotes are valid for 14 days, after this point the quote is subject to change. Any dates that are given to you in your quote are only provisionally reserved for you and cannot be confirmed until full payment is made.

### Making a booking

All bookings are confirmed after the booking form is received. This will require you to fill out your details, read the terms and conditions and specify payment method. After completing your booking form, and we have received it, you will receive a confirmation. Once the booking form has been signed, a legal contract has been made. It is the responsibility of the individual to ensure all information is completed correctly on the booking form.

### Payment

We currently take payments in the following forms

- BACS
- Cheque
- Card (under £300)

*All prices are subject to the current VAT rate.*

Please note: **All fees are payable by the date of commencement of the course.** Your place on any course is not confirmed until full payment is received by us. We reserve the right to charge interest at a weekly rate of 8% for any payments that are not made by the course commencement date, interest being added from the date of the course commencement. **Certificates will only be issued upon receipt of full payment.**

### Confirmation of your course

After completing the booking form, you will receive a confirmation email with the details of your course. This is a receipt of your transaction.

### Course transfers - Applicable to all In-house courses

**If you need to transfer your course after we have received your booking form**, the following charges will apply;

More than 4 weeks prior to the start date of the course	£200 for each day that is changed
Between 4 and 2 weeks prior to the start date of the course	£300 for each day that is changed
Within 2 weeks of the start date of the course	100% of the total course Fee

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Please note:

- Any transfers must re-booked within 3 months of the initial course date.
- **Only one transfer will be permitted.**
- We cannot guarantee that we will be able to deliver your training on the transfer day that you have requested, this will depend upon our trainers' availability.
- Once the 3 months period has elapsed the full fee is due.
- We reserve the right to re arrange your course to a different date with all transfers made within 4 weeks.
- If we have to cancel your new course date, you will not receive a refund for your course, you will be transferred to another suitable date.

## **Cancellation Policy**

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another suitable date at the time of cancellation, the following charges apply:

More than 4 weeks prior to the start date of the course	25% of the Total Course Fee
Between 4 and 2 weeks prior to the start of the course	50% of the Total Course Fee
Within 2 weeks of the start date of the course	100% of the Total Course Fee

- **All cancellations must be given in writing in the form of a letter or email.**
- It is the responsibility of the sender to ensure that the letter has arrived with us.
- The time at which the email or letter is received is considered the date of cancellation request.
- There are no exceptions to the charges above.

## **Late arrival or missed session**

If you arrive late for a course or are absent from any session, we reserve the right to refuse you training if we feel you will gain insufficient knowledge or skill in the time remaining. In such cases the full course fee remains. To conform with the health and safety executive requirements for statutory certificates, attendance at all sessions is mandatory. Non-attendance to any session still requires the full course fee.

## **Cancellation by Surrey First Aid Training**

Surrey First Aid Training reserve the right to cancel a course. In such circumstances you will be given as much warning as possible and the offer of a free transfer to another suitable course date or a full refund for the course will be offered to you.

## **First Aid at Work re-qualification courses**

To be eligible to attend a two day Re-qualification course, candidates must possess a valid First Aid at Work certificate. We recommend refreshing within 30 days of your current certificate expiring, however this is at your discretion. You must bring your current certificate with you on the first day of your re-qualification course, or you may be turned away.

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## **Guidelines for candidates and employers**

The duties of a first aider can be physically demanding. It is the responsibility of the employer to ensure that candidates are free from any conditions which would affect their capability to perform first aid and that they have the aptitude to cope with an intensive course of study (we welcome candidates with disabilities for training but it remains the employers responsibility to ensure that they are appropriately supported in the workplace). It will also be at our trainer's discretion as to whether the disabled candidate can display competence in regards to the skills needed to qualify for certification.

## **Replacement of certificate (Loss or damage)**

An administration charge of £10 is applicable for the issue of a replacement certificate.

Please note: If you do not receive a certificate within six weeks from the course date and you do not report this to us, you may be liable to the administration charge for a replacement certificate.

Please email or call us if you do not receive a certificate within six weeks at enquiries@surreyfirstaid.com or call 01483 238 268. We will then trace your course registration address and send out another certificate with these details.

## **Data Protection**

We are registered with the Information Commissioners Office under number, Z1222359. All of our data is protected and will not be shared. Our policy guidelines are in line with the data protection act (1998).

## **The Consumer Protection (Distance Selling) Regulations 2000**

We abide by the applicable elements of The Consumer Protection (Distance Selling) Regulations 2000. If you have any questions regarding this, please call on 01483 238 268.

## **Terms and condition for use of website**

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These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales. Disputes arising here from shall be exclusively subject to the jurisdiction of the courts of England and Wales.

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