



First Aid Training Services Ltd
For all your first aid needs

Course Booking & Cancellations - Terms & Conditions

Bookings and Cancellations: All bookings and cancellations are to be made in writing by email or post or verbally confirmed via a by a staff member of First Aid Training Services Ltd.

Fees: The fees for candidates undertaking a First Aid Training Services Ltd course will include student learning support materials if stated in the booking confirmation. Course fees shown are the standard prices. Actual charges may vary but will not exceed those shown. Prices quoted are current at 1st July 2013 and are subject to review. The appropriate fee for the course should be verified with Hugh Williams (Director) and paid as stated on the invoice or within 30 days. First Aid Training Services Ltd reserves the right to withhold certificates until the course fee has been paid in full.

Payment: Unless agreed otherwise; full payment should be made 7 days prior to start date of course or to be paid as stated on the invoice. Payment can be made by cheque or BACS.

Certificates: We reserve the right not to issue certificates where an invoice remains unpaid. The initial issue of a certificate is included within the course fee. Requests for copy certificates must be made in writing and are subject to an administration charge of £7.50.

Transfers and Cancellations: In the event a candidate is transferred to another course or cancelled altogether, an admin fee of 25% of the full course fee will be incurred, unless the course start date is within 10 working days in which case the full course fee will apply.

On-site Courses: In the event of cancellation a cancellation fee will be charged dependent on the notice given.

The cancellation fees are as follows:

No Notification - Full Course Fee
0-7 days of course start date - Full Course Fee
8-14 days - 55% of Course Fee
15-21 days - 30% of Course Fee
Over 22 days - No Charge

Please note that if a course is cancelled and rescheduled the above terms and conditions still apply.

Course Timings & Attendance: Delegates must adhere to timings as stipulated on the course joining instructions. Failure to attend any part of the course will result in the delegate's removal from the final examination (subject to trainer's discretion).

Fitness to Attend: Delegates placed on any of these courses must be free from any ailment, condition or injury that will affect their ability to participate during the practical aspects of the course. Refresher Training Delegates placed on the refresher course must be in possession of a valid HSE approved certificate.

Force Majeur: First Aid Training Services Ltd cannot be held responsible for any incident or occurrence outside its control that affects the provision of any given course date, course forecast, course content or course timing, and/or including cancellation, amendment or re-scheduling. Where a course content or course timing has to be amended/cancelled/re-scheduled for whatever reason, First Aid Training Services Ltd will make every reasonable effort to make alternative arrangements.

Failure to Show: Any delegate failing to attend a course will still reflect a bona-fide booking, the fee of which will be subject to our standard terms and conditions.

Course Bookings/Reservations: All bookings/reservations are subject to the above standard terms and conditions.

A handwritten signature in black ink, appearing to read 'Hugh Williams', with a stylized flourish at the end.

Hugh Williams
Director of Training

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