

Training Terms and Conditions (LE002) (Last Updated 07/02/2015)

The following outlines our terms and conditions for booking a course, cancellation and certification.

1. Booking a course – Individuals

1.1 Provisional bookings - Your place will be held for 7 days once a provisional booking has been made by our website, telephone or email.

1.2 Confirmed bookings - Confirmation of a place will only be made once a completed booking form and full payment has been received.

2. Cancellation – Individuals

2.1 Your cancellation - If, for any reason, you need to cancel your place, fail to attend or complete the course the full fee is still due. In special circumstances an alternative course place may be offered which will incur a £15 administration fee.

2.2 Our cancellation - In the event we cancel a course due to circumstances beyond our control the course will be rescheduled or places offered on other courses.

3. Booking a course – Group's

3.1 Provisional bookings - Your course dates will be reserved for 7 days once a provisional booking has been made by our website, telephone or email.

3.2 Confirmed bookings - Confirmation of your course will only be made once a completed booking form and full payment has been received. In most circumstances we accept invoice requests however we reserve the right to refuse a request and ask that payment is made in full prior to your course.

4. Cancellation – Groups

4.1 Your cancellation - If, for any reason, you need to cancel we charge the following:

- 50% of your course fee 30 days or more before the course
- 100% of your course fee less than 30 days before the course

4.2 Our cancellation - In the event we cancel your course due to circumstances beyond our control every effort will be made to reschedule the course to a mutually agreeable date or offer places on other courses.

5. Payment

5.1 Full payment must be made within 30 days of the invoice date.

5.2 Any payment terms defined on the invoice will override clause 5.1 above.

5.3 a) If payment has not been received 30 days after the date the invoice is due, we reserve the right to charge interest on the full invoice amount at 8.5% over the Bank of England base rate in line with The Late Payment of Commercial Debts (Interest) Act 1998.

b) For each invoice raised under clause 5.3, an administration fee of £50 will be incurred. If multiple invoices are raised to recover interest, then the administration fee will be applied to each invoice.

c) Payment for any invoice raised under clause 5.3 is due within 7 working days of the invoice date.

5.4 a) We reserve the right to refer unpaid invoices to a debt collection agency. Any invoices referred to a debt collection agency will incur a charge of £40 for debt upto £999.99, £70 for debts of £1,000 to £9,999.99 and £100 for debts of £10,000 or more in addition to any late payment fees already applied and any debt collection agency fees to be paid at time of payment to the debt collection agency.

b) For each invoice raised under clause 5.4, an administration fee of £50 will be incurred.

c) Payment for any invoice raised under clause 5.4 is due within 7 working days of the invoice date.

6. Assessment & Certification

6.1 Assessment - Assessment is ongoing and will be carried out by your course trainer/s who will make the final decision on your competence and the awarding of your certificate. All participants attending a First Aid at Work course will be required to complete a workbook. We will ensure all necessary allowances are made for any reading or writing difficulties if requested prior to or during a course.

6.2 Issue of certificates - Certificates are only issued upon receipt of full payment and full attendance. Certificates are posted to the person named on the booking form.

5.3 Revoking of certificates – MedAid Services reserve the right to revoke a certificate at any time if it is felt that a candidate is miss-using their qualification or acting in a negligent manner.

7. Non-Attendance

7.1 If delegates fail to attend the course on which they are booked without giving prior notice to MedAid Services, we will be unable to refund the course fees.

8. Data Protection & Privacy Policy

8.1 Data Protection - Your contact information will be held on file for internal record keeping only. All personal information is held and used in accordance with the Data Protection Act 1998 and is not shared with any third party.

8.2 Privacy – MedAid Services will contact you in connection with your booking and to keep you informed of re-validation courses three months before your certificate expires. Should you not wish to be contacted about re-validating your certificate please let us know.

8.3 Monitoring & quality assurance - For quality assurance purposes we will monitor and record your performance throughout the course. Additionally you may be required to complete a workbook for assessment purposes (First Aid at Work courses only). This information will be stored on file and will only be shared with External Verifiers for monitoring purposes only. No personal information will be disclosed.

9. Public Liability Insurance

9.1 Every care will be taken to ensure delegates safety. However, your attention is drawn to the insurance cover provided by MedAid Services which is for public liability only and does not provide Personal Accident insurance for anyone undertaking our courses. MedAid Services does not accept responsibility for the actions or personal behaviour of delegates.

9.2 MedAid Services is not responsible for any injury to persons or loss or damage to property, which does not result from the negligence of an instructor. MedAid Services also accepts no responsibility whatsoever for any injury, loss or damage which occurs on the way to, during and from a lesson or training site.

10. Entire Agreement

These Terms supersede all prior representations, arrangements, understandings and agreements between us (whether written or oral) relating to the Services, and sets out the complete and exclusive agreement and understanding between us relating to the Services.

11. Jurisdiction

These Terms shall be governed in all respects by the law of England and Wales and we both hereby agree to submit to the non-exclusive jurisdiction of the Courts of England and Wales.