

Terms & Conditions of Business

Bookings and Cancellations: Bookings can be made over the telephone or via E-mail. Once the course confirmation & instructions email has been sent, your booking is firm and confirmed and subject to these terms and conditions. Cancellations must be received in writing by email.

Payment: For companies or organisations booking delegates – full payment **MUST** be received 7 days prior to start date of course. Payment can be made by cheque, or BACS.

Delegates booking themselves as individuals are required to make payment at the time of booking.

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. Certificates are posted out normally within 2-3 weeks of the course date. Any claims for non-arrival of certificates must be made in writing within 6 weeks of the course date. Any claims made after this time will be subject to the same charges as for copy certificates detailed herein. Requests for copy certificates must be made in writing and are subject to an administration fee of £7.50 + VAT for each course

Rescheduling and Cancellations – In the cases of genuine emergency we commit to work with you to try and reschedule the training course to another time, but cannot guarantee availability and will remain at the discretion of the lead trainer. When rescheduling is agreed, any and all non-refundable costs incurred up to that point will be charged to the booker in addition to the costs incurred from re-booking at a new time and/or location.

In the case of cancellations: cancellations prior to 10 days of the course will incur a 25% cancellation charge additional to any and all non-refundable costs incurred up to that point

In the case of cancellations after 10 days prior to the course, the full course fee will apply.

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

Fitness to Attend: Delegates placed on any course must be free from any ailment, condition or injury that will affect their ability to participate during the practical aspects of the course and in the case of First Aid Courses, be fit and have the right attributes of a First Aider and be able to give First Aid in an emergency situation. Delegates on a Refresher or Re Qualification course must be in possession of a valid First Aid at Work certificate. All delegates must have a fluent enough level of

spoken and written English in order to be able to understand the teaching and undertake written examinations.

Companies or Organisations Booking Onsite Training – Training Space

Requirements: The room being used for the training MUST be large enough to accommodate all delegates attending the course, typically 10 to 12 people, with sufficient room for groups of students to practice practical aspects that involve kneeling or lying on the floor. Space will also need to be available for learners to complete their written questionnaires. Please note: Trainers have the right to refuse to carry out training where the training space is either too small or not suitable. No refunds will be available where a trainer has to refuse to carry out the training as above.

Force Majeure: AJC First Aid 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, AJC First Aid will make every reasonable effort to make alternative arrangements.

Failure to Show: Any delegate failing to attend without notice will still reflect a bona-fide booking and the full fee will remain payable for the course not attended. A further course fee will be payable if a re-booking is made.

Right of Admission: AJC First Aid reserves the right to refuse admission to any delegate exhibiting unruly or anti-social behaviour to either its staff or other delegates. Any such incident will result in the immediate removal of the offending party and possible notification to the police.

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

Course Dates: All course dates are provisional and subject to change.

Complaints procedure: If you are dissatisfied or have concerns with any areas of the course, we would like to hear from you. To make your complaint please email us at Info@AjcFirstAid. Please allow 14 days for us to investigate any concerns you may have.