

# Berkshire First Aid Training

Markham House, 20 Broad Street, Wokingham, Berkshire, RG40 1AH  
Tel: 07815 798587 Email: [enquiries@berkshirefirstaid.com](mailto:enquiries@berkshirefirstaid.com)  
[www.berkshirefirstaid.com](http://www.berkshirefirstaid.com)



## **Terms and Conditions for Booking In-House Courses**

### **1. Receiving a Quote**

Enquiries may be made by telephone, email, or via our website enquiry form. However, quotes will only be sent via email to ensure the price is not misinterpreted. All quotes are valid for 14 days, after which point the quote may be subject to change. Any dates provided are only provisional and will not be confirmed until the booking form has been returned and payment is made in full.

### **2. Making a Booking**

Any booking can only be confirmed once the booking form has been received by Berkshire First Aid Training. This will require the customer to complete all required fields as well as reading and accepting the terms and conditions outlined in this document. After you complete the booking form you will receive a confirmation email. We will acknowledge receipt of the booking form and a legally binding contract will be in place. It is your responsibility to ensure all information is filled out correctly.

### **3. Payment**

All payments are to be made via BACs. Payment must be made upon receipt of the invoice and before the start of the course. Certificates can only be issued upon receipt of full payment. We reserve the right to withhold our services where payment has not been made. Please note that you will still be liable for the full amount of your invoice.

We do not currently charge VAT on our courses.

### **4. Course Rescheduling**

If the customer needs to reschedule the course after we have received the booking form, the following charges will apply:

More than 4 weeks prior to the start of the course:	£200 for each day that is changed.
Between 2 and 4 weeks prior to the start 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.

Please note:

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- Only one change of date will be permitted.
- Where the customer is changing a date, the customer must re-book within 3 months of the initial course start date.
- Once the 3 months period has elapsed the full fee is due, and the course will not go ahead.
- We cannot guarantee that we will be able to deliver the training on the rescheduled day that the customer has requested, this will depend on the availability of the training team.
- We reserve the right to reschedule the course to a different date with all changed made within 4 weeks.
- If we have to cancel the new course date the customer will not receive a refund for the course but will be offered an alternative date.

## 5. Cancellation Policy

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

More than 4 weeks prior to the start date of the course:	25% of the total course fee.
Between 2 and 4 weeks prior to the start date 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 an email which must be acknowledged by Berkshire First Aid Training. The time at which the email is received is considered the date of cancellation request. There are no exceptions to the charges above.

Berkshire First Aid Training reserves the right to cancel a course. In such circumstances the customer 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 the customer.

## 6. Late Arrival or Missed Sessions

If a candidate arrives late for a course or is absent from any session, Berkshire First Aid Training reserves the right to refuse the candidate further training if the company feels the candidate will gain insufficient knowledge or skill within the time remaining. In such circumstances the full course fee remains.

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To conform with the Health & Safety Executive requirements for statutory certificates, attendance for all sessions is mandatory. Nonattendance to any session still requires the full course fee.

## **7. First Aid at Work Requalification Courses**

To be eligible to attend a two-day First Aid at Work Requalification Course, candidates must possess a valid First Aid at Work certificate. Candidates must bring their current certificate with them on the first day of the requalification course, or they may be turned away.

We recommend refreshing within 30 days of the current certificate expiring, however this is at the discretion of the customer.

## **8. Replacement of Certificate (Loss or Damage)**

An administration charge of £20 is applicable for the issue of a replacement certificate.

All certificates are digital and are sent to the customer as a .pdf document upon completion of the course and payment is received in full.

If the customer does not receive a certificate within six weeks from the course end date and the customer does not report this to us, they may be liable to the administration charge for replacement certificates.

Please call or email us if any certificates are not received within six weeks, we will then trace your course registration details and send another certificate with these details.

## **9. 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 the candidates are free from 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 employer's responsibility to ensure that they are appropriately supported in the workplace. It will also be the trainer's discretion as to whether the disabled candidate can display competence regarding the skills needed to qualify for certification.

## **10. Data Protection**

All our data is protected and will not be shared. Our policy guidelines are in line with the General Data Protection Regulation (GDPR) which came into force on 25 May 2018.

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

We abide by the applicable elements of The Consumer Protection (Distance Selling) Regulations 2000. Please contact us if you have any questions regarding this.

## **12. Terms and Conditions for Use of Website**

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