



## Terms and Conditions

### **Individual Course Bookings and Payment**

1. To secure a place on a course a deposit of £20 per head is required
2. The balance is then payable prior to the course start date
3. All bookings are confirmed, either in writing or by email. A 'course details' sheet will also be sent confirming location, times, what to bring etc

### **Account Customer Course Bookings and Payment**

1. Invoices will be sent based on the actual number of attendees at the first session.
2. All accounts are to be settled within 30 days of the date of invoice.

### **Course Late Arrivals / Rearrangement / Cancellation**

1. If you arrive late for a course or miss a session, First Aid Basics reserves the right to refuse your entry on the course, if we feel that significant information has been missed and the program requirements cannot effectively be completed
2. Any cancellations made more than 14 working days before training is due to take place will be subject to an administrative charge of £10 per head. Any cancellations made less than 14 working days before training is due to place will be subject to the full course fee and shall remain payable. All cancellations should be made in writing.
3. First Aid Basics reserves the right to cancel and/or amend course dates, times, contents and venues. Every effort will be made to give the customer as much notice as possible and offer a reasonable alternative.

### **Course Performance**

1. First Aid Basics makes no guarantee of a delegate successfully passing any course. The client is not entitled to set-off or deduct amounts from the total amount payable, including situations where an in-house course is not full, or delegates do not complete a whole course.
2. First Aid Basics reserves the right to remove or amend any part of its courses without prior notice or consultation. While every effort has been made to ensure the accuracy of the information contained in the courses, First Aid Basics shall not be liable for any inaccuracies or for any subsequent mistreatment of any person or property, however caused.