

2nd Chance First Aid

Booking Terms & Conditions (Individuals on Open Courses)



1. Booking Confirmation:

Via 2nd Chance First Aid Web Booking Form (Preferred Method):

All individuals booking via this method will receive an instant email message to confirm their booking with the pre-course information and map attached.

Click on the "Download Here" Link in the email.

If this email is not received within 24 hours, please contact 2nd Chance First Aid directly.

Via Telephone/Text:

All individuals booking via this method will be required to supply the following information
Name of Individual booking/Contact telephone number/Full postal address and or Email address.

2nd Chance First Aid will then send an Individual Course Booking form either via Email or Post for you to complete and return. Once the completed booking form has been received you will be contacted via Post, Email or Telephone to confirm your booking.

All bookings remain provisional and are only held for 7 days to allow for the receipt of the completed booking form.

2. Pre-Course Information:

You must ensure that you have read the pre-course information which will be emailed via the on-line booking process. You must be aware of pre-course requirements especially relating to enrolment, responsibilities and contact time.

This information is attached to the confirmation email you should receive after booking on-line via our website. To open the attached document, click the "Download Here" text in the email.

If you do not receive the confirmation email within 24 hours, please contact 2nd Chance First Aid via email.

3. Payment of Fees:

Due within 14 days of course closure via Cheque, Cash or BAC's Payment or an instant payment can be made if booking via our website with PayPal.

Late payment fees may apply as stated on Invoicing.

4. Cancellation:

Cancellation by the Client:

Then the Following Conditions Will Apply:

More than 28 days' notice	(No Fee Applies)
Less than 28 days' notice	(£15 Administration Fee Applies)
Less than 14 days' notice	(Full Fee Applies)
Failure to attend	(Full Fee Applies)
Late arrival resulting in failure to complete the full qualification	(Full Fee Applies)

We do however, allow you to send someone else in your place if you cannot attend

Cancellation by 2nd Chance First Aid:

- In the unlikely event of this happening, we reserve the right to cancel at any time, if this were to occur, you would receive back any fees paid prior.
- 2nd Chance First Aid will not be liable for any other fees incurred by you to have allowed your attendance such as: childcare, travel, accommodation, pay, holiday costs etc.....
- If a course has to be cancelled at short notice due to unforeseen circumstances, we will make every attempt to contact you via telephone or email given on your booking form.

Cancellation due to minimum attendee numbers on courses:

- As First Aid training is practical and active by nature, meaning both attendees and trainers having to work in close contact with each other. We have a minimum safeguarding attendance number of x3 attendees per course to ensure there are always several witnesses in case of an allegation being made by either attendee or trainer.
- Any course that has not meet this minimum safeguarding number of x3 attendees by 7 days before the course start date, the course will be cancelled, and any fees made prior will be refunded in full.
- 2nd Chance First Aid will not be liable for any other fees incurred by you to have allowed your attendance such as: childcare, travel, accommodation, pay, holiday costs etc.....

Due to Adverse Weather Conditions/Act of God:

- 2nd Chance First Aid reserve the right to postpone full or part courses if adverse weather conditions mean it is unsafe for attendees to travel, e.g. an Amber or Red weather warning has been issued for the county area the course is due to be held in.
- As we take the safety and welfare of all our attendees very seriously, 2nd Chance First Aid will make any final decision on full or part course postponement and this decision will be full and final.

- If we have to postpone full or part courses due to adverse weather conditions/act of god, attendees will be given one alternative date/s to start/complete the course (each course must be completed within a certain number of weeks dependant on which course attended (normal within 4-6 weeks).
- If attendees cannot attend alternative date/s they will be reimbursed in part or full dependant on how much of the course has already been delivered:

Full course not delivered	(Full fee refunded)
Half course not delivered	(Half fee refunded)
Third course not delivered	(Third fee refunded)
Quarter course not delivered	(Quarter fee refunded)

5. Transferring Booking to Another Course:

- You can transfer your place to another course only if 2nd Chance First Aid is informed more than 14 days prior to the start of the original course. Transfer to another course with less than 14 days' notice, will incur another full course booking fee.

6. Insurance:

- Carried by 2nd Chance First Aid, copies will be made available upon request or found on our Policies / T&C's page on our website www.2ndchancefirstaid.co.uk

7. Disclaimer:

- 2nd Chance First Aid will not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.

8. Candidate Responsibilities:

- First Aid training is an active practical subject and can be physically demanding. Participants are normally expected to be physically fit enough to kneel, twist, and bend over simulated casualties, to sit on the floor, to perform simulated CPR, roll, be rolled and help roll simulated casualties. Part of your course may occur out of doors, if this is so you are expected to be responsible for your own warm and waterproof clothing.
- Students should wear suitable loose clothing and footwear appropriate for First Aid training (No short skirts/dresses or low-cut tops please).
- Please bring any medical/learning problems to our attention, during the booking process via the booking form.
- Candidates are responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. You will be asked to pay for any malicious damage caused by yourself and course fees will still remain payable.
- Late arrivals or absences during the course or from any session will probably mean that you will not receive the qualification for which you have joined the course. Qualifications have a mandatory contact time requirement. In all such cases the full course fee remains payable.

- Increasing use of qualification certificates to support identity fraud, and issues relating to assessment authenticity have resulted in all ITC First qualifications having to verify candidate identity. Please bring some form of photographic ID (e.g. driving license/passport) with you to your first aid course. If your identity cannot be authenticated during the course, then certification will be delayed until the awarding organisation can confirm your identity.

9. Photography:

2nd Chance First Aid may seek to use photos of candidates on courses for website/publicity purposes. Please advise us if you would prefer not to be involved in this.

10. Certification:

- Will be issued to the candidate, upon 2nd Chance First Aid receiving full payment of the agreed course fee, and once the paperwork has been processed. Typically, they are received 1-3 weeks following the course.
- Postage will be by 2nd Class (Signed For) post to ensure delivery is made. Any returned certification due to not being signed for or collected at your local post office can be resent at a cost of £5 per certificate.
- Once certification has been received, we would ask you to keep it safely and securely
- Lost, Stolen or Damaged certification will require the holder to complete a declaration form and pay a new certification fee of £12 per certificate. ITC First will only issue a new certificate once this declaration and fee has been received.

11. Data Protection/General Data Protection Regulation:

2nd Chance First Aid are required by our Awarding Organisation to hold details of the candidates who attend our courses. For further information our Data Protection/General Data Protection Regulation policies, go to our website home screen and click in the "Policies/T's & C's button at the far top righthand side.

12. Complaints

2nd Chance First Aid has a very robust complaints procedure, again all our policies including our complaints policy can be found via our website home screen.

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