

# 2<sup>nd</sup> Chance First Aid

## Booking Terms & Conditions

### (On-Site Courses at Client Venues)



#### 1. Booking Confirmation:

Anyone with an interest in 2<sup>nd</sup> Chance First Aid delivering one of our courses within your own workplace/venue would be advised to contact us directly to discuss your specific first aid requirements further via:

- Email: [2ndchancefirstaid@blueyonder.co.uk](mailto:2ndchancefirstaid@blueyonder.co.uk)
- Telephone: 01452 723150
- Mobile: 07855 473751
- Post: 2<sup>nd</sup> Chance First Aid, 25a Fieldcourt Gardens, Quedgeley, Gloucestershire GL2 4UD

Once you are happy to go ahead and book a course 2<sup>nd</sup> Chance First Aid will provisionally book dates requested in to our diary. We will then send you a booking form either by post, email or download direct from our website for you to complete and return.

Once the booking form has been received we will contact you to formally confirm your course booking and send out any pre-course / course information for you to distribute to all attendees. (Normally within 72 hours from receipt of the completed booking form).

#### 2. Payment of Fees and Responsibilities:

Due within 14 days of course closure via Cheque, Cash or BAC's Payment.

Late payment fees may apply.

The person completing and signing the course booking form is solely responsible for ensuring any course fees are paid.

#### 3. Cancellation:

**Cancellation by the client then the following conditions will apply:**

- More than 28 days notice (No Fee Applies)
- Less than 28 days notice (Half the Total Fee Applies)
- Less than 14 days notice (Full Fee Applies)

#### **Cancellation by 2<sup>nd</sup> 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.
- We would then offer you the opportunity to book another on-site course with us on dates of your choice within the next calendar year at half the original course price.
- 2<sup>nd</sup> Chance First Aid will not be liable for any other fees incurred by the client such as: childcare, travel, accommodation, pay, holiday, venue hire etc....
- If a course has to be cancelled at short notice due to unforeseen circumstances, we will make every attempt to contact you by telephone or email given on your booking form.

#### **4. Insurance:**

Carried by 2<sup>nd</sup> 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](http://www.2ndchancefirstaid.co.uk)

#### **5. Disclaimer:**

2<sup>nd</sup> 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.

#### **6. Responsibilities of the candidates on our courses:**

- 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 (Sport/Outdoor First Aid only).
- If you are attending one of our ITC Level 2 or 3 courses, there is a requirement to assess each candidate practically to deem them competent in First Aid. If you feel that there may be a Learning, Medical, Religious or Cultural reason that may hinder your performance on the course, please contact us to discuss your situation as soon as possible.
- Whilst we must still assess all candidates practically we are able to make reasonable adjustments to the course to reduce both Mental and Physical stress to our candidates where REASONABLY PRACTICAL.
- Each candidate is 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.
- Late arrivals or absences during the course or from any session will probably mean that you will not receive the qualification certificate for which you have joined the course. Qualifications have a mandatory contact time requirement. In all such cases the full course fee remains payable.
- Candidates are asked to wear sensible clothing and shoes when attending First Aid courses, due to its practical nature.

- Increasing use of qualification certificates to support identity fraud and issues relating to assessment authenticity have resulted in all ITC qualifications having to verify candidate identity.
- Please ensure ALL candidates attending, bring photographic ID (e.g. driving license/passport) for the trainer to check. If a candidates identity cannot be authenticated during the course, then certification will be delayed until the Awarding Organisation (ITC First) can confirm the candidates identity.

## **7. Pre-course / course information:**

You must ensure that you have read the pre-course information which will be emailed / posted to you within 72 hours of booking confirmation. You must be aware of pre-course requirements especially relating to enrolment, responsibilities and contact time. Please ensure that this information is distributed to all candidates prior to the start of the course.

## **8. Photography:**

2<sup>nd</sup> 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.

## **9. Certification:**

- Will be issued to the person responsible for payment, upon 2<sup>nd</sup> 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 2<sup>nd</sup> 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.
- Certification will be sent to the invoicing address given during the booking process unless otherwise stated.
- Once certification has been received, we would ask you ensure all certification is kept safely and securely. Please note that the candidate named on the certificate is the legal owner of the qualification regardless of who paid for the qualification.

## **10. Data Protection/General Data Protection Regulation:**

2<sup>nd</sup> Chance First Aid are required by our Awarding Organisation (ITC First) 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.

## **11. Complaints**

2<sup>nd</sup> 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.