

2nd Chance First Aid Booking Terms & Conditions (Group Booking on Our Open Courses) (Updated 31st October 2024)



(Registered Office Address, Not Training Venue)

2nd Chance First Aid
25a Fieldcourt Gardens
Quedgeley
Gloucester
Gloucestershire
GL2 4UD

www.2ndchancefirstaid.co.uk

email: info@2ndcfa.co.uk

Tel: 01452 723150

Mob: 07855 473751

1. **Booking Confirmation:**

- Once you have made your booking via our website booking system, you will receive an automated confirmation email to formally confirm your booking.
- **If this email is not found in your normal email box, please also check in your spam/junk email box as sometimes it can be pushed there.**
- If you have not received this confirmation email within 24 hours, please contact us directly to ensure your booking has been received.

2. **Pre-Course Information & Map:**

- Attached to your booking confirmation email will be a downloadable PDF document detailing all your pre-course information & venue map.
- **It is the responsibility of the person making the course booking, to ensure all candidates attending receive a copy of the pre-course information and map prior to the course start date.**
- This document can also be found on our website, in our Policies/T&C's section.
- If you have any questions/concerns after reading the pre-course information, please do not hesitate to contact 2nd Chance First Aid to discuss this further.

3. **Payment of Fees:**

- Payment is on a 14-day payment term, Invoiced after completion of the course.
- **Please note in the case of Blended Learning Courses, Payment is required prior to the course starting as there is an upfront cost to 2nd Chance First Aid for the e-learning element. Therefore, payment will be required on receipt of invoice sent out within 48 hours of booking.**
- Payment can be made via QuickBooks Payment BAC's Payment, Cheque or Cash (QuickBooks/BAC'S preferred payment methods).

4. **Cancellations:**

By the You the Client:

- Cancellation once formal booking has been made = (50% of full cost).
- Cancellation with less than 14 days' notice = Full Course Fee is Required.

Only Cancellation Fee Exemptions:

- If the candidate due to attend the course is medically unfit. Proof of this will be required to qualify for the cancellation exemption such as a Medical Professionals Fit Note or Hospital Discharge Letter.

- If the candidate has Covid symptoms and tests positive on a Lateral Flow Test. Proof of LFT must be sent to 2nd Chance First Aid in the form of a photo of the positive LFT next to photo ID of the person due to attend.
- **We will not accept any cancellations relating to staff shortages. In these cases, full payment will still be required.**

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 trainer/assessor having to work in close contact with each other. We have a minimum safeguarding attendance number of **x4 attendees** per course to ensure there are always several witnesses in case of an allegation being made by either attendee or trainer/assessor against an attendee or trainer/assessor.
- Any course that has not meet this minimum safeguarding number of **x4 attendees** by **1 week** 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.....

Cancellation 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.

5. Transfer of 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, a copy of which can be provided on request or can be found on our website in our Policies/T&C's section.

7. Disclaimer:

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

8. Responsibilities of the Candidates on Our Courses:

- First Aid training is an active, practical subject and can be physically demanding. Participants would normally be expected to be physically fit enough to kneel, twist, and bend over simulated casualties. To perform simulated CPR & roll simulated casualties situated on the floor. Part of your course may occur outdoors if this is, so you are expected to be responsible for your own warm and waterproof clothing (**Sport/Outdoor/Forest Schools 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 were REASONABLY PRACTICAL.
- Each candidate is responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. They will be asked to pay for any malicious damage caused.
- Late arrivals or absences during the course or from any session will probably mean that the candidate will not receive the qualification certificate for which they have joined the course for. Qualifications have a mandatory contact teaching 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 2nd Chance First Aid/ITC qualifications having to verify candidate identity.
- Please ensure you, bring photographic ID (e.g., driving license/passport) for the trainer to check. If a candidate's identity cannot be authenticated during the course, then certification will be delayed until the Awarding Organisation (ITC First) can confirm the candidate's identity.

9. Photography:

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

10. Certification:

- To reduce environmental impact, E certification is now issued.
- E certification will be sent to each candidate's email address (given during enrolment at the beginning of each course). Please note the course paperwork can take between 7 & 21 days for the Awarding Organisation (ITC First) to verify, before certification can be issued.
- **Dependant on internet security, sometimes the email with certification attached can be pushed into Junk/Spam email boxes!**
- Once certification has been received, it can be scanned, copied, and printed as many times as required. This PDF document is only downloadable for a short period of time. We would suggest downloading it to your computer, laptop, or smartphone as soon as the email is received. 2nd
- Certification will not be sent until full payment has been made by the client.

11. Data Protection/General Data Protection Regulation:

2nd Chance First Aid are required by our Awarding Organisation (ITC First) to hold details of the candidates who attend our courses. For further information on our Data Protection/General Data Protection Regulation policies, go to our website www.2ndchancefirstaid.co.uk where all our Policies/Terms & Conditions can be found.

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 in our Policies/T&C's section.

13. Covid-19

What if you get Covid symptoms before or during course?

As there is no current legal requirement for those who test positive for Covid, or those who have symptoms of Covid to self-isolate we can only strongly advise you don't attend the course.

If you are unsure of symptoms, please go to www.nhs.uk/conditions/coronavirus-covid-19/ for further advise.

If you are unwell with ANY symptoms, we would strongly suggest taking a Lateral Flow Test prior to attending to help rule out Covid as a cause.

We will stock a small supply of Covid Lateral Flow Tests so if you do not have access to them but wish to turn up early and take a test, they will be available.

As LFT's are no longer free there will be a cost of £2 per test.

Making the Decision to Attend?

Whilst 2nd Chance First Aid has done everything reasonably practical to ensure the safety of candidates on our courses, the final decision to attend must be that of the candidate.

If you feel you would like to discuss this further in person, please do not hesitate to contact us via the following methods:

Email: info@2ndcfa.co.uk

Telephone: 01452 723150

Mobile: 07855 473751

We look forward to seeing you on the course!

2nd Chance First Aid

Giving you the skills to give someone else a 2nd Chance!