

# Surrey First Aid Training



Austen House, Station View, Guildford, Surrey, GU1 4AR  
Tel: 01483 238 268 Email: [enquiries@surreyfirstaid.com](mailto:enquiries@surreyfirstaid.com)  
[www.surreyfirstaid.com](http://www.surreyfirstaid.com)

## **Terms and Conditions for In-house Training Courses**

Our aim is to make it as easy as possible to book a course for First Aid and health & safety related subjects with Surrey First Aid Training.

### **Receiving a quote**

Enquiries may be made by telephone, email, or via our website enquiry form. However, we only quote by email to ensure the price you receive is not misinterpreted. All quotes are valid for 14 days, after which point the quote may be subject to change. Any dates given to you in your quote are only provisional and cannot be confirmed until full payment has been received cannot be confirmed until full payment has been received, and will only be confirmed upon receipt of your booking form.

### **Making a booking**

At the enquiry stage all bookings are provisional and will only be confirmed once the booking form has been received by Surrey First Aid Training. This will require you to complete your details and read and accept the terms and conditions. After returning your booking form to us, you will receive confirmation email. We will acknowledge receipt of it and a legally binding contract will then be in place. It is your responsibility to ensure all of the information requested is completed correctly.

### **Payment**

All payments are to be made by BACs.

All prices are subject to the current VAT rate.

Please note: Payment must be made upon receipt of the invoice. We reserve the right to charge interest at a weekly rate of 8% for late payment.

Payment must be made prior to the commencement of your course. 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.

**Certificates will only be issued upon receipt of full payment.**

### **Confirmation of your course**

After completing the booking form, you will receive a confirmation email with the details of your course.

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## **Course Rescheduling - Applicable to all In-house courses**

**If you need to reschedule your course after we have received your booking form, the following charges will apply:**

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

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

## **Cancellation Policy**

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

More than 4 weeks prior to the start date of the course	25% of the Total Course Fee
Between 4 and 2 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

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- All cancellations must be given in writing in the form of an email which must be acknowledged by us.
- The time at which the email is received is considered the date of cancellation request.
- There are no exceptions to the charges above.

## **ULEZ Charging**

All in-house bookings located within the ULEZ area will be subject to an additional charge of £12.50 per trainer booked. This is to off-set the amount the trainer will be charged travelling to your venue.

## **Late arrival or missed session**

If you arrive late for a course or are absent from any session, we reserve the right to refuse you training if we feel you will gain insufficient knowledge or skill in the time remaining. In such cases the full course fee remains. To conform with the health and safety executive requirements for statutory certificates, attendance at all sessions is mandatory. Nonattendance to any session still requires the full course fee.

## **Cancellation by Surrey First Aid Training**

Surrey First Aid Training reserve the right to cancel a course. In such circumstances you 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 you.

## **First Aid at Work re-qualification courses**

To be eligible to attend a two day Re-qualification course, candidates must possess a valid First Aid at Work certificate. We recommend refreshing within 30 days of your current certificate expiring, however this is at your discretion. You must bring your current certificate with you on the first day of your re-qualification course, or you may be turned away.

## **Guidelines for candidates and employers**

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The duties of a First Aider can be physically demanding. It is the responsibility of the employer to ensure that candidates are free from any 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 at our trainer's discretion as to whether the disabled candidate can display competence regarding the skills needed to qualify for certification.

## **Replacement of certificate (Loss or damage)**

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

Please note: If you do not receive a certificate within six weeks from the course date and you do not report this to us, you may be liable to the administration charge for a replacement certificate.

Please email or call us if you do not receive a certificate within six weeks at [enquiries@surreyfirstaid.com](mailto:enquiries@surreyfirstaid.com) or call 01483 238 268. We will then trace your course registration address and send out another certificate with these details.

## **Data Protection**

We are registered with the Information Commissioners Office under number, Z1222359. 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.

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

We abide by the applicable elements of The Consumer Protection (Distance Selling) Regulations 2000. If you have any questions regarding this, please call on 01483 238 268.

## **Terms and conditions for use of website**

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