

# 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 Public 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.

### Booking a course

Bookings for individuals and groups for our public venue courses can be made via the Surrey First Aid website. In some circumstances we do offer offline booking, however no invoice can be provided until a booking form is completed and full payment is received. If there is a technical issue with our booking system, we will accept telephone bookings. By booking over the phone you agree to our terms and conditions.

When booking it is your responsibility to ensure you are booking the correct course and that all personal details given are correct. In making a booking you are entering a legally binding agreement.

### Confirmation of your course

On receipt of payment, you will receive a booking confirmation email containing all course details including dates, times and venue address. Surrey First Aid Training does not accept responsibility for failure to receive a booking confirmation because of incorrect contact information being supplied. If you have made payment and not received booking confirmation, please notify Surrey First Aid Training immediately via email or by phone.

Please note provisional bookings cannot be made and your place on the course is only confirmed once payment has been received in full.

### Payment

We currently take payments in the following forms; • PayPal

- Card (via our website only)
- BACS (please email the office for your invoice)

All prices are subject to the current VAT rate.

All fees must be paid at the time of booking. We reserve the right to charge interest at a weekly rate of 8% for any late payment starting from the day course commencement. Certificates will only be issued upon receipt of full payment.

### Course Transfers - Applicable to all Public courses

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Course transfers to alternative training dates are not permitted. The name of the attending delegate may be changed.

## **Cancellation Policy**

Cancellations or course date transfers are not permitted. If you are unable to attend the course yourself, you may change the name of the delegate attending the course free of charge. You must inform the office to any change of delegates prior to the start of the course.

If you are ill on the day of the course you must notify us in writing as soon as possible via email addressed to [enquiries@surreyfirstaid.com](mailto:enquiries@surreyfirstaid.com). A transfer will only be offered if a valid doctor's note is produced.

## **Late arrival or missed session**

If you arrive late for a course, or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health & Safety Executive requirements for Statutory Certificates, attendance at all sessions is mandatory. In the event of non-attendance full fee is still due and is non-refundable.

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

Surrey First Aid Training reserves the right to cancel any course if there are insufficient numbers to run a viable course. In such circumstances, you will be given as much notice as possible and the offer of a free transfer to another course date, or a full refund of fees paid.

## **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 issued by an HSE approved provider which is in date on the final day of the re-qualification course. 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**

The duties of a First Aider can be physically demanding. It is the employer's responsibility to ensure that candidates are free from any condition which would affect their capability, and that they have the aptitude to cope with an intensive course of study. (We welcome candidates with disabilities for training, but it remains

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their employer's responsibility to ensure that they are appropriately supported in their workplace).

## **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 of 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.

## **Disclaimer**

Surrey First Aid Training is not responsible for ensuring that employers or early years providers meet their legal first aid requirements. Any advice offered is done so in good faith and it is the responsibility of the organisation to conduct a first aid assessment to determine the appropriate first aid provisions.

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

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