

**Terms & Conditions**

**Parties**

 Julie Amor and Theresa Mortimer trading as Barnet and Herts First Aid Training. Partnership registered at The Cottage, Great Barn Dell, St Albans Rd, Sandridge, St Albans AL4 9LB (Supplier: “we”, “us”, “our”).

 The 'tutor' means the qualified trainer/assessor who will deliver the course. There may be 2 tutors delivering the course.

 The 'client’ means the organising body/company/individual responsible for booking and payment of the course. (Client: “you”, “your”)

 ‘Attendee’ means any person attending a course being delivered by Barnet and Herts First Aid training.

 ‘Venue’ means the room(s) where the First Aid Course will take place.

**Bookings and Payment for Courses**

All bookings are made with Barnet and Herts First Aid Training as above.

Our acceptance of your booking will take place when we email you with a booking confirmation, at which point a contract will come into existence between you and us.

You acknowledge that you are responsible for the correct selection of the training course.

We accept BACS transfer payments:

Payee: Julie Amor & Theresa Mortimer

Account Number: 63339629

Sort Code: 20-74-12

Some courses can be booked and paid for online through our website.

An invoice will be sent out 14 days prior to the commencement of the course, with payment in full due 7 days prior to the commencement of the course.

Course certificates remain the property of Barnet and Herts First Aid Training until full payment has been received.

14 days before the course you will be requested to provide the names of the candidates who will be attending the course and details of any assistance that you or an individual you have booked onto a training course is likely to need during the running of a course. We will not be responsible for complications on the day of the training course if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

We will let you know when and where the training course will be taking place. We will provide joining instructions at least 14 days prior to the training course.

If we decide in our sole discretion that a participant has not achieved the learning outcomes of the training course and/or the assessment standard, then we will inform the participant and we reserve the right to charge for any further training or coaching over and above that provided on the training course.

**Venues**

If the client provides the venue, they must confirm that the venue they have selected is suitable for the course to be run. This is detailed below:

* Access & Exits Access to buildings and training rooms must be safe, well-lit and suitable access arrangements available for disabled persons.
* Slips & Trips The flooring must be in good condition. There should be no unnecessary hazards that could cause a slip or trip and any necessary hazards clearly marked and made as safe as possible. Any trailing leads must be hidden or secured to prevent any trips.
* Furniture, Fixtures & Fittings Furniture, fixtures and fittings should be in good order and safe.
* Electrical Equipment Any electrical equipment must be in good working order and appropriately tested. This includes electrical sockets and any audio/visual equipment. There must be at least one electrical socket available.
* Fire Emergency action in case of fire should be clearly displayed and all fire exits clear from blockage. Any firefighting equipment must be accessible and up to date in respect of testing. Evacuation drills must be known to the Centre/Trainer/Assessors and relayed to learners.
* Lighting, Ventilation & Heating The room must be of a comfortable temperature with adequate lighting, ventilation and heating. Blinds/curtains should be available to protect from sun glare.
* Room The room must be of adequate size and be conducive to learning. Suitable flooring must be present for any practical floor activities and seating with writing surfaces provided. The course tutor and each attendee must have a chair to sit on. The room should be clean, tidy, hygienic and free of distracting noise.
* Facilities Toilet facilities must be available and there should be access to drinking water.
* Parking There will be adequate parking.

If there is any doubt about the suitability of the clients chosen venue, please discuss this when making enquiries. Photographs may help clarify the suitability.

Barnet and Herts First Aid Training reserves the right to cancel a course if the venue chosen by the client is unsuitable. No refund will be made in such circumstances.

Booking the venue is the responsibility of the client unless otherwise agreed

If Barnet and Herts First Aid Training are booking the venue, suitability as detailed above will have been assessed and a venue checklist completed.

**Your rights to make changes**

If you wish to make a change to the training course you have booked please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the training course, the timing of the training course or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

**Our rights to make changes**

In the event that we need to make significant changes to the training course or these terms, we will notify you and you may then contact us to transfer the booking to another individual at no cost or to transfer your booking to another course (for which a transfer fee may be payable).

**Transferring your booking**

Please contact us if you wish to transfer your booking to another individual or training course.

If you wish to transfer your booking on a specific training course to another individual, this is not subject to any transfer fee.

If you wish to transfer your booking from one training course to another training course, this is subject to a fee as set out below:

**Cancellations and Refunds for Courses**

Should the Client wish to cancel a booking, this can be done by email.

If a cancellation is required due to the need for the tutor to self-isolate, a full refund will be issued to the client. No other liability can be accepted. If an attendee needs to self-isolate, the candidate may transfer onto another course, free of charge and subject to availability. If too many candidates are affected, the course can be rescheduled, subject to availability. Charges may apply.

Should the client wish to cancel a booking the following charges will apply:

* 28 days notice or more – £25 admin costs
* Less than 28 days before the course- 25% of the total course cost
* Less than 14 days notice – 50% of the total course cost
* Less than 7 days notice – No refund

Refunds are not available in whole or in part for courses missed by the group or individual due to late arrival, illness, accident, short staffing, travel problems, or for any other cause outside the control of Barnet and Herts First Aid Training.

A client who misses any part of the course, for whatever reason, will not be certificated as having completed the course, and will not be entitled to any refund unless agreed by Barnet and Herts First Aid Training.

We are not responsible for delays outside our control: If the training course is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay we will use reasonable endeavours to book you onto an equivalent training course.

**Participation on our Courses**

Candidates attending the course are required to bring ID with them such as driving licence, passport, works photo ID. This helps prevents malpractice and consequential loss of confidence.

it is your responsibility to ensure that you or any individuals you book on the training course are free from any condition which would affect your or their capability to undertake the chosen training course, and that you or they have the aptitude to cope with an intensive course of study.

The course includes some practical sessions where the client will have to carry out Basic Life Support on a mannequin. This is a compulsory part of the course and clients should ensure they are fit and wearing appropriate clothing for this.

Candidates must only attend the course if they are well. Any candidate who has Covid19 symptoms or who should be self-isolating must not attend. A covid declaration form must be completed before participating on the course.

Any candidate who becomes unwell during the course may be asked to leave. No refund will be given.

Delegates need a basic command of English . Our ability to provide support to people who do not have English as a first language, is limited by the time available and the number of people who require assistance. Please contact us in good time prior to the course if you need any guidance.

We reserve the right to refuse to allow you, or any person booked by you, to participate, or continue to participate, in the training course if you:

* give cause for concern that your continued participation may cause offence or injury to yourself or other participants;
* do not arrive in time for the training course or any part of it;
* are deemed by us (acting reasonably) to behave inappropriately;
* are, in our reasonable opinion, under the influence of drugs and/or alcohol;
* are not dressed appropriately throughout the course;
* do not maintain appropriate personal hygiene. We recommend that no heavily scented perfumes, colognes or lotions are used; or
* do not meet the minimum age requirement for the training course.

Your removal from the training course will not entitle you to any refund.

**If there is a problem**

How to tell us about problems: If you have any questions or complaints about the training course, please contact us immediately by phone or email.

**Liability**

Barnet and Herts First Aid Training excludes all liability, to the extent permitted by law, for any injury or loss suffered during a Barnet and Herts First Aid Training course.

**Jurisdiction**

Any contract between Barnet and Herts First Aid Training and another party will be governed by, and construed and interpreted in accordance with, English law.

**Awarding Organisations**

Barnet and Herts First Aid Training works in association with Nuco Training and First Aid Awards and Protrainings. Barnet and Herts First Aid Training agrees to abide by standards and policies as set out by Nuco training, First Aid Awards and Protrainings so that you can have full confidence in the course content, delivery and the certification.

**Website Disclaimer**

The information, services, products and materials available on this website, including, without limitation, text, graphics and links, are provided on an ‘as is’ basis without warranty. This site may contain links to other sites on the Internet that are owned and operated by third party vendors and other third parties. You acknowledge that Barnet and Herts First Aid Training is not responsible for the availability of, or the content located on or through, any external site. You should contact the site administrator or webmaster for those external sites if you have any concerns regarding such links or the content located on such external sites.

**Website Miscellaneous**

Having made every effort to ensure the correctness of this website, we cannot be held responsible for any inaccuracies.

When making your booking it is implied and accepted that you have read and understood all these booking conditions and agree to abide by them.

**Limited liability**

Under no circumstances shall Barnet and Herts First Aid Training be liable for any direct, indirect, special, punitive, incidental, exemplary, or consequential damages, or any damages whatsoever, arising out of or in connection with the use, inability to use, or performance of the information, services, products and materials available on this site.

Barnet and Herts First Aid Training will not be made liable for the consequences of strikes, industrial action, wars, riots, sickness, pandemics, quarantine, government intervention, weather conditions, or other untoward occurrences, whatever they may be.