

Terms & Conditions of Business

Terms and conditions: The terms and conditions shall exclude all other terms and conditions subject always to any rights and liabilities imposed by statute. Any alterations or variation shall be of no effect unless agreed by a senior representative of the Company in writing. No other employee, representative or agent has authority to vary, alter or amend these conditions in any way whatsoever.

Bookings: Bookings can be made via email to training@sfrag.co.uk or online. Once a course date has been agreed, the booking will only be confirmed once the payment has been made in full. The booking must be confirmed in writing.

Payment:

For public bookings: the payment must be made at the moment of booking. Safety First Aid Training reserves the right to cancel a booking when the payment has not been made on time and in full.

For all private on-site bookings: full payment must be received immediately to confirm the booking.

Payment can be made via BACS transfer to the following details.

Safety First Aid Group
HSBC UK Bank plc
Sort Code: 40-05-20
Account Number: 82231336
IBAN: GB85HBUK40052082231336
SWIFT is the same for all HSBC Accounts: HBUKGB4B

Please use company name and customer reference number as bank reference.

For all public course bookings made via our website, individuals are required to make payment at the time of booking by debit/credit card. All prices are exclusive of VAT.

Transfers and Cancellations – Public Courses: In the event a candidate chooses to transfer to another course or cancel their booking two weeks before the start date of the course, a full refund will be given. If the booking is within 14 days of the start date of the course an administration fee of 25% of the full course fee will be incurred. Safety First Aid Training reserves the right to cancel public courses at any time. In the instance of cancellation due to our own decision, a free transference to the next available course will be available or a full refund.

Transfers and Cancellations - Private Courses: A private course date may be transferred or cancelled.

If transferred, there is no admin fee until 14 days before the course. An admin fee of 25% of the course fee will be incurred when the transfer is made less than 14 days of the course date and 50% when the transfer is made within 7 days.

In the case of full cancellation, a full refund will be given if cancellation is made 2 weeks prior to the course start date. A fee of 50% of the course fee will apply, if the course start date is within 14 days before. If the cancellation is within 7 days of the start date, the full course fee will apply.

Safety First Aid Training reserves the right to cancel or reschedule private courses at any time. In the instance of cancellation due to our own decision, we will reschedule the course or offer a full refund.

Failure to Show: Any delegate failing to attend without notice will still reflect a bona-fide booking and the full fee will remain payable for the course not attended. A further course fee will be payable if a re-booking is made. If a delegate fails to attend due to on the day illness, the payment will be reviewed at the discretion of Safety First Aid Training.

Course Timings & Attendance: Delegates must adhere to timings as stipulated on the course confirmation. Failure to attend part of the course will result in the delegate's removal from the final examination (where applicable). The purchaser acknowledges that if a delegate arrives late for a course or is absent from any session, Safety First Aid Training reserves the right to refuse to accept the student for training - if it decides in its sole discretion that the student will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

Fitness to Attend: Delegates placed on any course must be free from ailment, condition or injury that will affect their ability to participate during the practical aspects of the course. The delegate must also be fit and have the right attributes of a First Aider. All delegates must have a fluent enough level of spoken and written English in order to be able to understand the teaching and undertake written examinations.

First Aid at Work Requalification: Delegates on a Refresher or Re Qualification course must be in possession of a First Aid at Work certificate valid within 28 days of the course start date.

Certificates: For all accredited courses, the initial issue of an e-certificate is included within the course fee. Certificates are sent to the bookers email address when we receive them from the awarding body. Claims for errors on certificates must be made in writing within 28 days of the date of issue of the certificate. Delegates can also be issued a hard copy of their certificate for an extra cost of £20 per certificate.

Any discrepancies' regarding certificates made after 6 weeks of the course date, will be investigated at the discretion of Safety First Aid Training. We reserve the right not to issue certificates where an invoice remains unpaid.

Companies Booking Private First Aid Onsite Training - Training Space Requirements:

The room being used for the training must be large enough (40 square meters) to accommodate all delegates attending the course, typically 10 to 12 people, with sufficient room for groups of students to practice practical aspects that involve kneeling or lying on the floor. Space will also need to be available for learners to complete their written questionnaires. Measurements of the room can be adjusted in accordance to the number of delegates attending, at the discretion of Safety First Aid Training.

Please note: Trainers have the right to refuse to carry out training where the training space is either too small or not suitable. No refunds will be available where a trainer has to refuse to carry out the training as above.

Force Majeure: Safety First Aid Training cannot be held responsible for any incident or occurrence outside its control that affects the provision of any given course date, course forecast, course content or course timing, and/or including cancellation, amendment or re-scheduling. Where a course content or course timing must be amended/cancelled/re-scheduled, Safety First Aid Training will make every reasonable effort to make alternative arrangements.

Right of Admission: Safety First Aid Training reserves the right to refuse admission to any delegate exhibiting unruly or anti-social behavior to either its staff or other delegates. Any such incident will result in the immediate removal of the offending party.

Complaint's Procedure: If you are dissatisfied or have concerns with any areas of the course, we would like to hear from you. Please email us at training@sfag.co.uk with any feedback.

Safety First Aid Training

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