

Terms and conditions (Courses)

Your contract is made with Steve Blethyn trading as Beyond First Aid.

Beyond First Aid reserves the right to cancel or reschedule any of its courses. Where it is necessary to cancel or reschedule any courses the customer's point of contact will be informed at the first available opportunity and delegates will be rescheduled as priority to the next available course.

Course Sizes: When booking groups onto our courses, please be aware that the maximum number of candidates for a single course is 12.

Minimum age requirement: All scheduled first aid courses require attendees to be 16 years of age or over. This age requirement also applies to all workplace group bookings.

Payment: Full payment is required prior to the course date. We reserve the right to withhold certificates until full payment has been cleared. Individual candidates are required to make payment at time of booking.

Scheduled Courses

Company Cancellations: Full course fee is charged for cancellations received less than 10 working days before the course start date.

Individual Cancellations: If you are booking as an individual, you have 7 working days in which to cancel your booking. If your course is due to start within 7 working days of the date you made the booking, cancellation has to be received prior to the course commencement date. This does not affect your statutory rights.

Transfers: No charges will be applied to any transfer request received by Beyond First Aid provided that this is received at least 10 working days before the course start date. If a transfer is made within this period then this will be treated as a cancellation and full course fee will be charged. Any subsequent transfers from the new course will be treated as a cancellation of the original booking and the full cost of the course fee will apply. If you subsequently cancel a booking after a transfer has been made then the full cost of the course will be charged. Any request to transfer a course will need to be actioned at point of request, otherwise this is treated as a cancellation and full cancellation terms apply.

Substitutions: Substitutions will be accepted provided they meet the pre-requisite criteria and the request is received prior to the course start date.

On Site Bookings

Cancellations: Full course fee is charged for cancellations made within 10 working days of course start date.

Transfers: To alter the date(s) of an on-site booking full payment must have been received. We must receive the request at least 10 working days prior to the course start date.

No charges will be applied to any transfer request received by Beyond First Aid, provided that this is received at least 10 working days before the course start date. If a transfer is made within this period then 50% of the cost of the course will be charged.

Course timing and joining instructions: Good time keeping throughout the course is essential. We will issue full joining instructions for candidates to the booker, which includes information on the start time of the course. It is the responsibility of the booker to ensure that the candidate is fully briefed and made aware of these instructions and all course requirements, before attending the course. It is the responsibility of the booker to make sure the joining instructions are received. Instructions will be sent via the selected method at least 30 days prior to the course start date, or if the course is to commence within 30 days then the joining instructions will be received within 5 working days.

If the joining instructions are not received it is the bookers responsibility to contact admin@beyondfirstaid.co.uk or telephone Beyond First Aid (0118 348 2413) to arrange for them to be resent. Failure to attend the course will result in the full cost of the course being charged.

Attendance: Candidates must attend and complete all aspects of the course to qualify for certification. The full cost of the course will be charged for candidates who arrive late or are absent from all or any part of the course, even when they are refused admittance due to lateness. In the case of illness we are able to transfer delegates on to another course provided that we receive a medical certificate if the delegate is happy to provide this. Transfer requests received less than 5 working days prior to the course date will be considered on receipt of a medical certificate, on permission of the delegate, due to illness only. If a medical certificate cannot be supplied, we will accept confirmation from the company HR Department that the delegate was unable to attend the session due to illness and they have had sight of a sick note to that effect.

Meeting the needs of the candidates - Beyond First Aid has an Equal Opportunities Policy. To enable us to ensure that all candidates are treated fairly and their requirements are fully met, you must advise us in advance of any needs that your candidates have to enable them to participate fully in the training. Please note that there may be a charge for any additional costs incurred for specialist equipment and/or personnel such as signers or translators.

Candidate Selection: It is the responsibility of the employer to select suitable persons to become first aiders in the workplace. This will depend on a number of factors including:

- Reliability, disposition and communication skills.
- Aptitude and ability to cope with stressful and physically demanding emergency procedures.
- Normal duties. These should be such that individuals can be made available immediately and rapidly to attend to an emergency.

Candidates unable to meet the above requirements or failing to meet the pre-set assessment criteria for the course, will not be awarded a certificate, and will therefore be unable to act as first aiders within the workplace.

Re-certification: It is the employer's responsibility to ensure that all candidates attending a first aid at work requalification course hold a current first aid at work certificate which should be either valid on the date of the requalification or if expired, then the expiry date must be no more than 30 days before the start of the course being attended. It is the responsibility of the employer to provide a copy of the certificate at the time of booking.

Limitation of liability: Except in respect of death or personal injury caused by the negligence of Beyond First Aid we shall not be liable by reason of any representation (unless fraudulent) or implied warranty condition or other term, or any duty at common law or under the express terms of this agreement, for any loss of profit or any indirect special or consequential loss, cost expenses or other claims for compensation. The entire liability of Beyond First Aid to you under or in connection with this agreement and the provision of the first aid training shall not exceed the sum of twice the contract value.

Data Protection Act 1998

Personal data collected will be used for the purpose of candidate and course administration as required by Beyond First Aid and may be disclosed to appropriate bodies/organisations associated with such course. The information may also be used for marketing purposes and you could be contacted by letter, fax, telephone or e-mail with details of future events and courses organised or promoted by Beyond First Aid which may be of interest to you.

Beyond First Aid will not send marketing communication to any delegate or organisation requesting that their details are not used for such purpose.

Beyond First Aid proactively manages all marketing communications to enable candidates and organisations to opt out from further communication at any time. Beyond First Aid will not contact any candidates or organisations that have previously unsubscribed from email or newsletters. Contact details supplied to Beyond First Aid will not be passed on to third parties.