

Booking Terms & Conditions

Your contract is made with **First Line Response Limited** (hereinafter referred to as FLR)

General

All courses and activities are constructed to ensure you receive the highest level of service at the best possible price. This requires you, the student / client, to attend all course sessions at the agreed time and date. In the event that a student is absent from a session, further tuition may be required in order to complete the course. Any costs incurred due to this **will** be payable by the student. Additional costs will be levied when available, and every attempt will be made to ensure costs are kept to a minimum.

All students retain the responsibility to ensure all knowledge development is completed as required for course schedules. Students, who consistently fail to complete paperwork as required, may be required to complete additional sessions to ensure correct understanding of subjects. This **may** incur additional charges. Students are expected to behave in a suitable manner at all times to ensure your safety throughout the duration of the course.

Candidates must ensure that they make the instructor(s) aware of any medical condition or relevant medical history that may exist which will have a bearing upon the teaching methods prior to, and if needs be, again at any relevant stage during training. Furthermore, by accepting these terms and conditions, candidates agree that they are physically fit to complete the training course at hand.

All skills gained from the completion of training provided by FLR or any of its affiliated instructors, will only be used where required under the common law of necessity or in accordance with the applicable sections governing the provision of emergency medical care or the equivalent section and act which may be in existence in that particular country of incident.

FLR reserves the right to change any terms and conditions without prior notice.

Payment: Full payment is required on commencing a course. FLR reserves the right to withhold certificates until full payment has been cleared. Invoices are payable within 7 days of the invoice date to ensure release of certification. Only agreed accounts will be payable on 30-days.

Payment may be made via BACS or cheques payable to 'First Line Response Limited.'

We understand and will exercise our statutory right to interest under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to agreed credit terms.

Individual Course Bookings

Cancellations: If you are booking as an individual then you have the right to cancel your booking without charge within 7 days. After this period an administration fee will be charged under the following cancellation periods:

Cancellation within	% of full amount
14 days	25
7 days	50

Cancellation refers to the period prior to the advertised course dates. % refers to amount to be charged in relation to total course costs inclusive of VAT.

Transfers: A candidate transferred to the same course type within 14 days of the course start date will be charged an administration fee of £25.00. Transfers will only be accepted with a credit card / debit payment or cheque. Transfer requests to a different course type will be considered a cancellation and charged appropriately.

Substitutions: Substitutions will be accepted provided they meet the pre-requisite criteria and are provided within 7 days of the course start date.

Corporate Course Bookings

Cancellations: All corporate bookings are bound by these terms and conditions. Cancellation charges will apply under the following periods:

Cancellation within	% of full amount
21 days	25
14 days	50
7 days	75

Cancellation refers to the period prior to the advertised course dates. % refers to amount to be charged in relation to total course costs inclusive of VAT.

Transfers: A candidate transferred to the same course type within 14 days of the course start date will be charged an administration fee of £25.00. Transfers will only be accepted with a credit card / debit payment or purchase order. Transfer requests to a different course type will be considered a cancellation and charged appropriately.

Substitutions: Substitutions will be accepted provided they meet the pre-requisite criteria and are provided within 7 days of the course start date.

Date change: To alter the date(s) of a group booking payment must have been received. To alter agreed date(s) within 14 days of the course start date an administration fee of £100 will be charged.

Course Prices: All our prices are subject to VAT at the prevailing rate.

Course timing and joining Instructions: Good time keeping throughout the course is essential. FLR will issue full joining instructions for candidates to the employer as necessary, which includes information on the start time of the course. It is the responsibility of the employer to ensure that the candidate is fully briefed and made aware of these instructions and all course requirements, before attending the course.

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. In the case of illness we are able to transfer delegates on to another course provided that we receive a medical certificate. FLR reserves the right to cancel or reschedule any of its courses without further notice.

Employer Notes

Meeting the Needs of the Candidates - FLR 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 will 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 an individual's:

- * 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 delegates attending a 2 day First Aid at Work Refresher Course hold proof of a current (in date) First Aid at Work certificate which is valid for the duration of the refresher course being attended. Candidates whose certificate lapses before or during training will not be accepted onto the course. In this instance the full course fee for the candidate will still be charged. 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 FLR, FLR 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 FLR 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.

Force Majeune

FirstLineResponse accepts no responsibility for and shall not be liable in respect of any loss, damage, alterations, delays or changes arising from unusual and unforeseeable circumstances beyond its control. Such as war, threat of war, riot, civil strife, industrial disputes including; terrorist activity

Event Booking

All events booked by individuals are bound by these terms and conditions.

It is the responsibility of the point of contact for all events to ensure that all Medical requirements are met under the Health & Safety Executive, Event Safety guide. FLR holds no responsibility for failure to hold the required cover. Whilst advice may be offered by FLR, the definitive responsibility is retained by the event management.

Payment: Agreed accounts must be paid in full within 30 days of invoice date. All other invoices must be paid in full within 14 days of invoice date, failure to make payment within these periods will result in penalty charges for expenses accrued by FLR. Charges will be as follows:

Cancellations: All corporate bookings are bound by these terms and conditions. Cancellation charges will apply under the following periods unless otherwise agreed.

Cancellation within	% of total charge
21 days	25
14 days	50
7 days	100

Cancellation refers to the period prior to the advertised course dates. % refers to amount to be charged in relation to total course costs inclusive of VAT.