



Hearts First Ambulance Training Ltd.

Course Booking Terms and Conditions

1. General Conditions

- All training delivered by **Hearts First Ambulance Training Ltd (HFAT)** is subject to these Terms and Conditions unless alternative arrangements are confirmed in writing.
- A booking is only confirmed upon receipt of written confirmation (email or letter) from the student or their authorised representative.
- Training is delivered by appropriately qualified and approved instructors, each holding the necessary subject-specific certifications and a minimum Level 3 teaching qualification or equivalent.
- Prices quoted include all tuition, course materials, PPE, assessments, and certification. Pricing is provided per person or per course and varies depending on group size and location (in-house or at HFAT's training centre). All costs are subject to VAT.
- Discounts or promotional codes must be declared and confirmed in writing at the time of booking. They cannot be applied retrospectively.
- All students are required to complete a Health Declaration Form on the first day. It is the student's responsibility to ensure they are mentally and physically fit to undertake training. HFAT reserves the right to remove students deemed unfit to participate. Written justification will be provided within 5 working days.
- Late arrivals or unauthorised absences may result in exclusion from the course, with no refund applicable.
- Government-issued photo identification of the student is required on the first day of training.
- All bookings remain provisional until a deposit is received.
- HFAT reserves the right to cancel a course in exceptional circumstances beyond its control. In such cases, no compensation is provided, however alternative course dates may be offered.

2. Liability

HFAT is not liable for:

- Any pre-existing medical or psychological condition that may worsen during the course.
- Loss or damage to personal property, including clothing or vehicles, during training or whilst on premises.
- A student's failure to meet the required learning outcomes. While all reasonable support will be given, achieving certification is ultimately the responsibility of the learner.

3. Payments

- Invoices are issued in advance of the course. If the course begins within 14 days of invoicing, full payment is required immediately.
- Full payment is due no later than 14 days before the course start date, unless agreed in writing.
- **No Payment – No Certificate:** Certificates will only be released upon full payment.

HFAT Booking Terms and Conditions – Next Review Date 01/06/2027 – v2.0

- Non-refundable deposits are required and vary by course. Cancellations within 14 days of the course start result in the forfeiture of this deposit. Rebooking may be possible with the deposit transferred.
- Late payment may incur administrative and recovery charges.

4. Cancellation and Refunds

Days Notice Given	Refund Available
15 or more	100%
8 – 14	70%
7 or fewer	No refund
24–48 hrs / No Show	No refund

- For changes due to unforeseen circumstances, contact HFAT immediately.
- Date change fees:

Days Notice	Fee Incurred
10 or more	No fee
9 or fewer	25% of total course fee

Note: If only a deposit has been paid and the change is made within 7 days of the course, the deposit is forfeited, and an additional 25% is required to secure the new date.

Accepted payment methods: Bank transfer, Card or PayPal

If HFAT cancels a course, you may reschedule or receive a full refund. No compensation for inconvenience is offered.

Payment in instalments must be completed 14 days prior to the course start date.

5. Right to Refuse Bookings

- HFAT reserves the right to decline any booking at its sole discretion, particularly where previous breaches of these terms or unacceptable behaviour has occurred.

6. Replacement Certificates

To request a replacement certificate, email: training@heartfirsttraining.co.uk

Include your name, course title, and dates.

Fee: £5 per certificate (electronic copies only; no printed versions provided).

7. Off-Site Training Requirements

When training is delivered at client premises, the venue must meet minimum health, safety, and learning environment standards, including:

- Adequate space, seating, and writing surfaces
- Heating, ventilation, and lighting
- Cleanliness and accessibility
- Toilets and handwashing facilities

- Display equipment (projector/TV)
- Suitable PPE availability

HFAT will advise on venue suitability if requested.

If the venue is deemed unsuitable on arrival, HFAT will contact the named person on the booking. If no resolution is found, the course may be cancelled, and fees retained to cover costs. Rebooking will incur additional charges.

It is the client's responsibility to confirm correct dates, times, and address. If incorrect, a fee of £120 will be charged, and a new booking fee will apply.

8. Equality, Diversity, and Inclusion

HFAT promotes equality, inclusivity, and respect for all students. Language used in training and communication must be professional and non-discriminatory. Communication is a key skill within Prehospital Care and First Aid and while HFAT delivers training in English, **British Sign Language (BSL)** is available as the only translation option where required in line with Quallsafe Policy. Please notify us in advance of any needs relating to access or reasonable adjustments.

9. Intellectual Property Rights

- All course materials, handouts, manuals, videos, presentations, and other resources provided during training remain the intellectual property of **Hearts First Ambulance Training Ltd** and may not be copied, distributed, reproduced, or used for commercial purposes without express written permission.
- Unauthorised use or distribution of these materials may result in legal action.

10. Data Protection and Privacy

- HFAT processes all personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- By enrolling, students consent to the collection, storage, and use of their personal data for the purposes of course administration, certification, compliance, and quality assurance.
- HFAT will not share personal data with third parties except for regulatory or awarding bodies or where required by law. A full copy of our Privacy Policy is available upon request or via our website.

11. Safeguarding and Professional Conduct

- HFAT is committed to creating a safe and respectful learning environment. Any student behaving in a manner deemed abusive, discriminatory, threatening, or disruptive may be removed from the course without refund.
- All concerns regarding safeguarding will be handled in line with our **Safeguarding Policy**.
- Students and staff are expected to treat each other with courtesy, respect, and professionalism at all times.

12. Plagiarism, Collusion and Cheating

- All work submitted as part of any course must be the learner's own work.
- Any quotes or information used must be referenced.
- A copy of our plagiarism, Cheating and Collusion Policy is available upon request

13. Use of Artificial Intelligence (AI)

- Students may not use AI-generated content to complete assessments unless it is a specified and approved part of the course.
- Any suspected misuse of AI tools (e.g., submitting AI-generated responses as original work) may result in disqualification in line with our **Plagiarism, Cheating and Collusion Policy**.
- AI tools may be used by HFAT internally for resource generation, learner support, or course design, under strict data governance.

14. Force Majeure

- HFAT is not liable for any failure or delay in delivering training due to circumstances beyond its reasonable control (e.g., fire, flood, pandemic, instructor illness, transport disruption, regulatory changes, or extreme weather).
- In such cases, HFAT will make all reasonable efforts to reschedule training or offer alternative arrangements, but no further compensation will be payable.

15. Complaints and Appeals

HFAT is committed to fair and transparent practices. If you wish to submit a complaint or appeal, please contact:

- **Training Manager**
Hearts First Ambulance Training Ltd
Unit L, Houndswood Gate, Harper Lane, Radlett, Hertfordshire, WD7 7HU
Tel: 01923 273455 (Mon–Fri, 09:00–17:00)

OR

- **Managing Director**
Hearts First Ambulance Training Ltd
Unit L, Houndswood Gate, Harper Lane, Radlett, Hertfordshire, WD7 7HU
Tel: 01923 894212 (Mon–Fri, 08:30–17:00)

HFAT will follow its **Complaints and Appeals Policy** in all cases