



Course Booking Terms and Conditions

Tel 01923 273455

General

- All courses under the auspices of Hearts First Aid Training Ltd (HFAT), shall be subject to these terms & conditions unless a difference is expressed and confirmed in writing.
- Course bookings must be supported by a confirmation email or letter from Hearts First Aid Training.
- All training courses provided by Hearts First Aid Training Ltd will be delivered by a suitable qualified and registered instructor who holds the required certification to deliver the subject and a minimum of a level 3 or equivalent teaching qualification
- All prices quoted are inclusive of V.A.T, all tuition fees, course materials, PPE, assessments, and certification. All prices are either based on per-person or per course and are dependent upon class size and whether the training is to be held at Hearts First Aid Training Centre or at client own premises.
- Any discount codes or pre-agreed discounts must be disclosed prior to booking and confirmed in writing and cannot be applied later.
- It is the student's responsibility to ensure that they are fit and well for the course. All students must advise the trainer at the start of the course of any medical or disability conditions either physical or mental that might affect the students' progress. Hearts First Aid Training reserve the right to terminate training should our instructor feel that the student is unsuitable for the course. A letter will be issued explaining the reasons why within 5 business days.
- If a student is late or is absent from any part of the course without notice, then Hearts First Aid Training Ltd reserve the right not to accept the student onto the course. In these cases, then the full course fee is not refundable.
- For all course's, students must provide photo ID on the first day.
- All bookings are provisional until full payment is received to secure your place.
- Hearts First Aid Training Ltd reserve the right to cancel any course that has commenced due to circumstances beyond our control. No compensation will be offered by Hearts First Aid Training Ltd should this happen

Hearts First Aid Training will not be held responsible for:

- Any condition or ailment held by the delegate which is exacerbated during the training course.
- Hearts First Aid Training Ltd accepts no responsibility for any personal property or any damage to any personal property including clothing, vehicles etc. caused during the training
- Hearts First Aid Training Ltd cannot guarantee that every student will achieve the learning outcomes to pass any course. No refunds will be given should a student 'fail' a course. All support will be given throughout the course to assist every student to achieve the required outcome however, ultimately it is the responsibility of each student to study and practice each element to achieve an acceptable standard.

Payments

Hearts First Aid Training Ltd.

Unit G, Houndwood Gate, Harper Lane, Radlett, Herts. WD7 7HU

Tel: 01923 894 212, email: training@heartsfirsttraining.co.uk

Company Registered No: 11605253, Quasafe Registered Centre No: 907065

VAT Reg. No: 306 9055 09, HFAS CQC Provider ID: 1-343501718

www.heartsfirsttraining.co.uk

- Receipt of payment will be issued by email.
- Full course payment is required prior to the start of your course.
- We cannot accept your booking until you have paid in full.
- Prices may change at any time prior to (but not after) acceptance of your payment and booking.
- In the unlikely event that the price of the course has been incorrectly advertised on our site, we will contact you by email or telephone to ask whether you wish to proceed at the correct price. If you are not happy to proceed, or we are unable to obtain your instructions we will cancel the booking. We will not be obliged to provide services at the incorrect price.
- Hearts First Aid Training Ltd. have a policy of 'no-payment – no certificate'. We will only release certificates on receipt of full payment. *Please note that if you are not in possession of a valid certificate you will not be qualified.*

Cancellation Fees

- You may cancel your booking without giving any reason within fourteen (14) days from the date of your payment for the course.
- If you cancel after the above fourteen (14) days period, but at least seven (7) days prior to the start of your course, then the course fee will not be returned. However, should you wish to re-book then this payment will be transferred to the future booking date. Cancellations less than seven (7) days before the start of your course are non- refundable.
- If your course start date is within 14 days from the date of payment, the 14 days cancellation period will not apply, and no refund will be given. However, the re-booking terms as above will apply.
- To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired by email to training@heartsfirsttraining.co.uk
- Payment methods accepted: Direct bank transfer, card payments, PayPal.
- In the event of Hearts First Aid Training Ltd cancelling your course, you will be offered alternative dates. Should these not be suitable then a full refund of any monies paid will be returned to you. No compensation due to cancellation will be offered by Hearts First Aid Training Ltd

Replacement Certificates

Should you lose or require another certificate please email training@heartsfirsttraining.co.uk with your name and the course you attended and dates with a header of 'replacement certificate'. All certificates are electronically sent to the email address provided on your booking details; **we do not produce printed certificates**. If you require a hard copy certificate, this can be ordered from Hearts First Training Ltd at a cost of £5 per certificate.

Off Site Courses (at the customers premises)

If Hearts First Aid Training Ltd. are to deliver training at your premises, then you must agree that the venue provided meets Health & Safety standards and is conducive to learning and has the following.

- The training room is of an adequate size for the number of attendees and has adequate floor space
- Seating for the delegates
- Writing surfaces
- Toilet and hand washing facilities
- Heating
- Ventilation

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- Lighting
 - Cleanliness
 - Suitable PPE for the students
 - Display equipment for slides, e.g., projector or TV
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- If you are unsure of any of the above, Hearts First Aid Training is happy to advise you on the suitability of your venue.
 - All cancellations and re-bookings are subject to the same terms as detailed above
 - Should our instructor arrive at your venue and the premises deemed unsuitable for teaching then Hearts First Aid Training will make every effort to contact the named person on the booking to discuss this before any decisions are made. Should we be unable to contact the named person and/or no alternatives be available we reserve the right to charge a fee to cover costs for that day and a rebooking fee. Any monies already paid may be forfeited and course payment for a rescheduled course may be required
 - You (the customer) in discussion with Hearts First Aid Training Ltd are responsible for giving the correct dates/times and address for our trainer. Should any of these be incorrect and we arrive then a fee (£120) will be payable, and a re-booking fee will also be required.

Complaints

If you are not satisfied with the service received you have the right to complain, please contact:

Training Manager, Hearts First Aid Training Ltd, Unit L, Houndswood Gate, Harper Lane, Radlett, Hertfordshire, WD7 7HU. Or telephone 01923 944 890 (Monday-Friday 0900-1700)

Or

Managing Director, Hearts First Aid Training Ltd, Unit L, Houndswood Gate, Harper Lane, Radlett, Hertfordshire, WD7 7HU. Or telephone 01923 894212 (Monday-Friday 08.30 – 1800)

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