



Terms and Conditions – Individual places booked on public first aid courses

1. **Confirmation:** All telephone and email bookings are provisional. Your provisional booking request will be acknowledged by email and an invoice will be sent to you for the full payment amount. A booking will only be confirmed when payment has been received.
2. **Payment:** Full payment is due 10 days after the invoice is issued or 1 day before the course start date, whichever is the sooner. Your place is only confirmed once full payment has been received. A booking confirmation email with pre-course information will be emailed as soon as full payment is received.
3. **Pre-course information:** You must ensure that you have read the pre-course information which will be emailed to you as soon as payment is received and your booking is confirmed. You must be aware of pre-course requirements especially relating to enrolment, responsibilities and contact time.

4. Cancellation & Refunds:

- a. **Cancellation of course by client**, the following conditions apply:

More than 14 days notice	Full refund
Less than 14 days notice	No refund
Non-attendance for any reason	No refund
Late arrival resulting in failure to attend	No refund

- b. **Non-attendance for any reason:** If you do not attend the course on the date that you booked you will not receive a refund and your place will not be transferred to another course date.
- c. **Failed candidate – Assessment criteria not met:** All first aid courses are assessed. In order to gain the first aid qualification candidates must meet the required assessment criteria. Full and active participation on the course is required to create the necessary continual assessment opportunities.

If a candidate fails to meet the required assessment criteria they will not be awarded the qualification certificate. In all such cases the full course fee remains payable and no refund will be issued.

- d. **Failed candidate – Late arrival or insufficient contact time:** First Aid qualifications have a mandatory contact time requirement. Late arrivals will be turned away from the course and prolonged absences during the course or from any session will mean that the candidate will not receive the qualification certificate for which they have joined the course. In all such cases the full course fee remains payable and no refund will be issued.
 - e. **Cancellation by React First:** React First reserves the right to cancel or reschedule a course at any time. In the unlikely event that a course needs to be cancelled at short notice due to unforeseen circumstances we will make every attempt to contact the attendee using the details given on their booking form. A full refund will be given.
5. **Special Needs:** First Aid training is an active practical subject and can be physically demanding. Participants are normally expected to be physically fit enough to kneel, twist, and bend over simulated casualties, to sit on the floor, to perform simulated CPR, roll, be rolled and help roll simulated casualties.

Requests for reasonable assessment adjustments by individuals with unique needs will be taken by React First and submitted to the awarding organisation ITC First Ltd. React First must be notified of candidates with unique needs a minimum of 10 working days **before** the course start date. You must supply this information on your booking request form. For more information please read our Equality, Diversity and Fair Assessment Policy. All policies and forms are available to download from www.reactfirst.co.uk/policies.asp



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6. **Certificates:** React First receives certificates for successful candidates within 3 weeks of the course end date. The certificates are sent out as soon as possible providing the invoice for the course has been paid in full.
7. **Insurance:** is carried by React First Ltd. Copies will be made available upon request.
8. **Disclaimer:** React First should not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.
9. **Responsibilities:** Clients are responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. You will be asked to pay for any malicious damage caused by yourself
10. **Enrolment:** Please bring some form of signed (e.g. credit card) or photographic (e.g. driving license) identity confirmation to your first aid course. If your identity cannot be authenticated during the course then certification will be delayed until the Awarding Body can confirm your identity.
11. **Photography:** React First may seek to use photos of students for website / publicity purposes. Please advise us if you would prefer not to be involved in this.