

Terms and Conditions – Group Course Bookings

1. **Confirmation:** All telephone bookings are provisional. A booking will only be confirmed when the completed booking form has been received by React First. Your course date(s) and course type will then be confirmed by email at which time you will be emailed pre-course information to be distributed to all attendees.
2. **Payment:** Your invoice will be emailed to you once the course is confirmed. Full payment is due 14 days before the course start date unless alternative payment terms have been explicitly agreed.
3. **Pre-course information:** The course organiser must ensure that all candidates are aware of pre-course requirements especially relating to enrolment, responsibilities and contact time. Please do this by distributing the pre-course information sent to you by React First to **all** course attendees **before** the course start date.
4. **Cancellation & Refunds:**
 - a. **Cancellation of course by client:** To allow the maximum flexibility for you to fill your course we allow cancellation up to 14 days before the commencement of the course with no penalty. If you cancel with less than 14 days prior notice the full course fee is due and no refund will be given.
 - b. **Failed candidates – 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.
 - c. **Failed candidates – 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 or leaving the course early 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.
 - d. **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 course organiser using the details given on the booking form. If a course or part of a course has to be cancelled every effort will be made to reschedule the course to a date suitable for both the client and React First. If a course is rescheduled full payment is due. If the course cannot be rescheduled no payment is due and a full refund will be given for any payment already made.
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. For more information please read our Access to Fair Assessment Policy. All policies and forms are available to download from <https://www.reactfirst.co.uk/centre-policies.htm>

6. **Certificates:** React First receives certificates for successful candidates within 3 weeks of the course end date. The certificates are electronic and are sent out by email to each attendee as soon as possible providing the invoice for the course has been paid in full. Where the course organiser has requested that certificates be sent to them for distribution the course organiser must undertake to distribute all certificates within 1 week of receiving them.



7. **Insurance:** Public Liability and Professional Indemnity Insurance is held 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. **Client responsibilities:** Clients are responsible for maintaining acceptable levels of behaviour, unacceptable behaviour may lead to offenders being asked to leave. No refund is given for candidates who do not complete the course. The client will be asked to pay for any malicious damage.

The venue must be safe and suitable for the delivery of an intensive training course. If the React First trainer finds the venue is unsafe or becomes unsafe, they have the right to cancel the course at any time. No refund will be given.

Where accommodation is provided, if the accommodation is found to be unsuitable for a quiet, safe nights sleep before delivering an intensive training course our professional trainers have the right to find alternative accommodation and React First will invoice for the additional amount. If you are in any doubt, please contact us for advice.

10. **Enrolment:** Increasing use of qualification certificates to support identity fraud and issues relating to assessment authenticity have resulted in all ITC qualifications having to verify candidate identity. All candidates must bring some form of signed (e.g. credit card) or photographic (e.g. driving licence) identity confirmation to their first aid course. If a candidate's identity cannot be authenticated during the course then certification will be delayed until the Awarding Body can confirm their identity.
11. **Photography:** React First may seek to use photos of candidates for website / social media / publicity purposes. Please advise us if you would prefer not to be involved in this.