



STS First Aid - Booking Terms and Conditions

1. Definitions

Company means STS First Aid

Client means the individual, organisation, or company booking training services.

Training Services means any first aid training course, assessment, consultancy, or related service provided by the Company.

2. Booking and Acceptance

2.1 All bookings are subject to availability and acceptance by the Company.

2.2 A booking is confirmed once written confirmation has been issued by the Company.

2.3 The Client is responsible for ensuring that all information provided during the booking process is accurate and complete.

3. Fees and Payment

3.1 Fees for Training Services will be as agreed at the time of booking or as stated in the Company's quotation.

3.2 Invoices are payable within **30 calendar days** from the invoice date unless otherwise agreed in writing.

3.3 The Company reserves the right to charge interest on overdue invoices at a rate of 8% per annum above the Bank of England base rate, together with any applicable debt recovery costs permitted by law.

3.4 Certificates, training records, or other course documentation may be withheld until all outstanding amounts have been paid in full.

4. Client Cancellation

4.1 Any cancellation must be made in writing by the Client.

4.2 Where the Client cancels a confirmed booking, the Company reserves the right to charge cancellation fees as follows:

- More than 14 days before the training date: No cancellation fee.

- Between 7 and 14 days before the training date: 50% of the agreed training fee.
- Less than 7 days before the training date: 100% of the agreed training fee.

5. Company Cancellation or Rescheduling

5.1 The Company reserves the right to cancel or reschedule training due to circumstances beyond its reasonable control, including illness, adverse weather, venue issues, or instructor unavailability.

5.2 In such circumstances, the Company will offer an alternative training date or provide a refund of any fees paid for the affected training session.

5.3 The Company's liability shall be limited to the fees paid for the affected Training Services.

6. Attendance and Participation

6.1 Participants must arrive on time and attend all required sessions.

6.2 The Company reserves the right to refuse certification where a participant fails to meet attendance requirements or assessment standards.

6.3 The Company reserves the right to remove any participant whose behaviour is disruptive, unsafe, or inappropriate. No refund will be provided in such circumstances.

7. Health and Safety

7.1 Participants must comply with all health and safety instructions provided during training.

7.2 Clients must inform the Company of any relevant medical conditions, disabilities, or special requirements that may affect participation.

8. Liability

8.1 The Company will exercise reasonable skill and care in delivering Training Services.

8.2 Nothing in these Terms and Conditions limits or excludes liability for death or personal injury caused by negligence, fraud, or any other liability that cannot legally be excluded.

8.3 Subject to clause 8.2, the Company's total liability arising from any claim relating to the Training Services shall not exceed the total fees paid by the Client for the relevant Training Services.

9. Force Majeure

The Company shall not be liable for any failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control.

10. Data Protection

The Company will process personal data in accordance with applicable UK data protection legislation and its Privacy Policy.

11. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.