



Proactive First Aid Solutions - Booking Terms and Conditions

Our aim is to make it as easy as possible to train and provide courses. The following terms and conditions are intended to be as simple as possible to help meet your training needs. Terms and conditions are subject to change without notice.

1. Bookings may be made via email, telephone or via our online booking system on our website. All bookings must be confirmed in writing on a booking form.
2. Invoices will be calculated based on the number of delegates indicated on your booking form. If fewer delegates attend the course, the full invoice amount will still be due.
3. Invoices will be sent at time of booking. Payments must be made within the terms set out on the invoice.
4. If for any reason your circumstances change and you require a transfer to another Proactive First Aid course; the following charges will apply depending on the notice period given:

More than 2 weeks prior to course: No charge
2 weeks notice given: 25% of the course fee
Less than 1 week notice given: 50% of the course fee

5. If for any reason you have to cancel your course and you are unable to transfer to another date at the time of cancellation, the below charges apply:

More than 4 weeks prior to course: No charge
4 weeks prior to the course: 50% of the total course fee
Less than 2 weeks prior to course: Full fee will be charged

6. Any transfer or cancellation requests must be made in writing and received by Proactive First Aid within the required notice periods.
7. If you fail to attend the course and you have not let us know prior to the course, the full course fee remains payable.
8. In the rare event that Proactive First Solutions need to cancel and/or reschedule training courses, we will endeavour to give as much notice as possible. We will offer a free transfer to another course date, or a refund of the course fees paid.
9. In order to comply with Health and Safety Executive (HSE) requirements for certification, delegate's attendance for **all** sessions is mandatory. If a delegate is more than 15 minutes late for the course or are absent from any sessions, we reserve the right to refuse to accept them for training as they

will gain insufficient knowledge in the time remaining. In these cases the full course fee remains payable.

10. For First Aid Requalification courses it is the employer or individual's responsibility to ensure that their current qualification is within the recommended requalification timeframe, HSE advise that expiry date shouldn't pass more than 1 month. Individuals or employers returning this signed booking form are confirming that the candidate has a current certificate or where they have surpassed the 1 month period the employer or individual deems that the requalification course is sufficient for the delegate.
11. We want all our courses to be an enjoyable learning experience for those who attend. Where a delegate's general behaviour and/or demeanour affects the harmony of the learning environment and disturbs the running of the course for other delegates, that delegate will be asked to leave the course. In these cases the full course fee remains payable.
12. Proactive First Aid Solutions reserve the right to cancel any course if there are insufficient numbers to run a viable course. In these circumstances you will be given as much notice as possible and will be offered a free transfer to another course date or a full refund of fees paid.
13. Proactive First Aid Solutions reserves the right to alter pricing and/or course content as necessary and without prior notice.

First Aiders – Guidelines for Employers

The duties of a First Aider can be physically demanding. It is the employer's responsibility to ensure that candidates are free from any condition which would affect their capability, and that their aptitude to cope with intensive course of study. We welcome candidates with disabilities for training providing they are medically fit for the course. The responsibility to ensure they are appropriately supported in their workplace remains with the employer.

I confirm to the best of my knowledge that the information given above is accurate and that I understand and accept Proactive First Aid Solutions' terms and conditions.