



Bostock Health Care - Booking Terms and Conditions

Fees

Course fees must be paid **prior to the commencement of the course**.

If the fees are not paid, certificates may be **withheld**.

All fees are subject to **VAT at the current rate** and may be altered at any time.

Substitutes

If a candidate is unable to attend a booked first aid course, the company may send a **substitute candidate** at **no extra cost**.

Substitutes **may not** be sent for courses that have already been **transferred**.

Transfers

If a candidate is unable to attend a course, for example due to a funeral or other important event, a transfer may be arranged to another first aid course of the **same price** organised by Bostock Health Care Ltd.

A **transfer fee** will always be payable.

Once a course has been transferred, it is **not possible** to:

- transfer it a second time
- cancel the course

Other transfer conditions:

- The transfer must be arranged within **2 weeks** of the date of the original course.
- No refund will be given if the replacement course is of a **lower value**.
- The substitute course must be started within **3 months** of the start of the original course.
- It is **never possible to transfer on the day of the course**.
- If a candidate does not attend, they will **lose the full course fee**.

Cancellations

Notice Given

Refund

More than 28 days before the course starts

Full refund

Less than 28 days and more than 7 days before the course starts 50% refund

Within 7 days before the course starts

No refund

Where a cancellation is made within 7 days, it may still be possible in some cases to send a substitute candidate or arrange a transfer.

Candidates Needing Extra Training and Re-Assessment

Candidates who are judged to need extra training and re-assessment at the final assessment of a **Standard** or **Refresher** first aid course will usually be offered the chance to attend a further revision session and re-assessment for a fee of **£45.00**.

Bookings

Certificates will not be issued until **full payment** has been received.

Attendance

Under the **Health and Safety (First Aid) Regulations 1981**, all candidates must attend:

- **all 3 days** of the **First Aid at Work** course, or
- **all 2 days** of the **Refresher First Aid at Work** course

Candidates must arrive **promptly** at the time stated in their booking letter.

Candidate Suitability

Candidates chosen for a First Aid at Work course should be able to complete it properly.

This means they should:

- be **physically able** to cope with emergency situations
- possess **adequate communication skills**
- be a **reliable member of staff**
- be able to leave their normal duties easily to attend an emergency

If they do not meet these criteria, they will not be able to achieve the standard required for a **First Aid at Work certificate**, and **no refund** can be given.

Refresher Courses

The employer should ensure that any candidate refreshing their **FAW qualification** holds a **current FAW certificate** on the **last day of the course**.

If the candidate did not originally train with Bostock Health Care, the employer should ensure that Bostock Health Care is provided with a **copy of the certificate**.

If the candidate arrives with the **wrong type of certificate**, they will be **turned away** and **no refund** will be given.