

Terms and Conditions

Bookings should be made initially by telephone or email.

Bookings made by telephone will be sent a booking form to complete and return.

On receipt of a completed booking form, we will email you confirming your booking.

Where appropriate, joining instructions will be emailed directly to each candidate, where the email address is supplied; if no email address is supplied, the booking contacts' email address will be used, and it will be their responsibility to pass a copy to the candidates attending the course.

All candidates must comply to the following requirements. Failure to do so, may result in exclusion from the course:

- Attend at the venue at least 15 minutes prior to the commencement of the course, and attend the full duration of the course
- Be physical fit to perform CPR
- Wear appropriate clothing, including footwear, to undertake activities such as performing the recovery position on the floor
- Be free of conditions, that may prevent them participating in activities undertaken on the floor, such as CPR and the recovery position

An invoice will be sent to the booking contact. This should be passed onto the person responsible for paying the account. **Please note: Full payment must be made prior to the start of the course.**

All candidates are required to bring with them photographic identity, such as a full UK driving licence, passport, foreign identification card, work identification, rail card, student union card, EU card, proof of age card, disability card. Failure to provide personal ID may result in candidates being unable to take the examination.

Cancellations

If you have to cancel a booking, the following cancellation charges will apply:

- More than 27 days prior to the course commencing no charge will be incurred and a full refund or credit note will be issued.
- 15 to 27 days prior to the course commencing, 50% of the total booking fee will be charged and a refund or credit note for the balance will be issued.
- Less than 15 days prior to the course commencing, the full charge will be incurred, and no refund or credit note will be issued.

Please note that transfers are deemed as cancellations and the above terms will apply.

Should you need to change the name of the candidate attending a course, please ensure that at least 3 working days' notice is given prior to the start date.

Please note that if a candidate does not attend a course they are booked onto and no substitute is sent, then the full cost of the course will be incurred, and no refund given.

We reserve the right to cancel any course if there are insufficient numbers to run a viable course. In such circumstances you will be given as much notice as possible and the offer of a transfer to another course date, or a full refund of fees paid. We recommend that if you are booking accommodation, you select a hotel that allows you 48-hour cancellation without incurring charges.

Please note that certificates will not be issued until full payment has been made.

We will process your data in accordance with our Privacy Policy, which you can read at www.passionfirstaid.co.uk
You may withdraw this consent at any time.

Passion First Aid Ltd, 7 Colethrop Way Hardwicke, Gloucester GL2 4AZ

M: 07811 025169

E: enquiries@passionfirstaid.co.uk

W: www.passionfirstaid.co.uk

Joining Instructions

It is the responsibility of the employer to choose a person who can physically fulfil the role of a first aider in the workplace

- back, neck, arm or knee problems
- rupture or hernia
- heart disease, high blood pressure, bronchitis, asthma or chest problems
- blackouts, seizures or epilepsy

Please note that we reserve the right to prevent you from completing your course if you do attend with any of these problems or if you are pregnant and we feel that you will put yourself or others in danger.

This doesn't apply to the following courses; Fire marshal, Health and safety basics, Risk assessment,

Practical support

Please advise us in advance if you have any special requirements. Any information you provide us with will be treated in confidence.

Personal property

Passion First Aid cannot be held responsible for any loss or damage to personal property while attending the course.

Recommended clothing

For convenience it is recommended that students wear casual clothing as our courses often involve practical work.

Lunch

Those attending, are advised to make their own arrangements for lunch

If you have any queries relating to your booking, please call us on 07811 025169 or email enquiries@passionfirstaid.co.uk and we will be happy to assist you.

COMPLAINTS PROCESS:

We take all complaints about the quality of our services seriously. We will provide a speedy response and a full and fair investigation of your complaint, respecting your right to confidentiality.

2 stage complaint process

1 - State your complaint by letter, email or by telephone. The contact details are on this letter. A response will be provided to you within 5 working days.

2 - Not satisfied with your response? (Accredited courses only) Please send details of your complaint to our Awarding Organisation (Qualsafe / Highfield). Contact details as follows:

Qualsafe - [0330 660 0599](tel:03306600599)† info@qualsafe.com

Highfield - 01302 363277 info@highfield.co.uk

Please note that this procedure relates to complaints about the services we provide and not about any other department or section of Passion First Aid Ltd. If it is a matter outside of our control, we will do our best to advise you how to pursue it.

Any comments and suggestions you have which might help us to improve our service can be sent either directly to the person with whom you have been dealing, or by emailing enquiries@passionfirstaid.co.uk

Thank you for choosing us, to deliver your training

Yours sincerely

Jim Jones
Director
Passion First Aid Ltd