



## **FIRST AID TRAINING NORTH EAST**

Comprehensive Terms & Conditions – Website Publication Version

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## **1. Definitions**

These Terms and Conditions apply to all public courses, in-house courses, blended learning programmes, e-learning products, consultancy services and related activities supplied by First Aid Training North East ('the Company').

## **2. Booking and Contract Formation**

A booking becomes legally binding once written confirmation has been issued. The Client is responsible for ensuring all booking information supplied is accurate.

## **3. Prices and Payment**

Invoices are payable in accordance with the terms stated. The Company reserves the right to suspend services, withhold certificates and refuse future bookings where accounts remain overdue.

## **4. Public Course Cancellation Policy**

All cancellation requests must be submitted in writing. More than 21 days before the course date: full refund or transfer. 14–21 days: 25% charge. 7–13 days: 50% charge. Less than 7 days: 100% charge. No-shows are charged at 100%.

## **5. In-House Training Cancellation Policy**

More than 28 days notice: no charge. 15–28 days: 25% charge. 8–14 days: 50% charge. 7 days or less: 100% charge. Any non-recoverable venue, accommodation, travel or third-party costs remain payable.

## **6. Transfers and Rescheduling**

One transfer may be permitted per booking. Requests made more than 14 days before the course may be transferred free of charge. Requests made within 14 days may incur administration fees. Requests made within 7 days may be treated as cancellations.

## **7. Delegate Substitutions**

Delegate substitutions are permitted before the course commences provided the replacement learner meets any course prerequisites.

## **8. Cancellation by the Company**

The Company reserves the right to postpone, relocate or cancel training due to trainer illness, venue issues, severe weather, government restrictions, insufficient delegate numbers or circumstances beyond its reasonable control. Clients will be offered a transfer, credit or refund.

## **9. E-Learning Courses**

Access to online learning materials is issued to named learners only. E-learning licences are non-transferable and non-refundable once activated. Learners are responsible for ensuring suitable internet access and equipment.

## **10. Blended Learning Courses**

Where a course contains online and practical elements, learners must complete all online learning before attending the practical session. Failure to do so may result in refusal of entry and additional rebooking charges.

## **11. Course Access and Expiry**

Online learning access periods may be limited. Expired licences may require purchase of a replacement licence before training can continue.

## **12. Attendance Requirements**

Learners must attend the full course duration and complete all required practical and theoretical assessments.

## **13. Late Arrivals and Non-Attendance**

Delegates arriving late may be refused entry where mandatory learning outcomes have been missed. No refund shall be payable. Failure to attend without notice will be treated as a no-show.

## **14. Learner Conduct**

The Company reserves the right to remove learners whose behaviour is disruptive, unsafe, abusive, discriminatory or otherwise unsuitable.

## **15. Fitness to Participate**

Learners should notify the Company of any medical condition, injury, disability or learning requirement which may affect participation.

## **16. Assessment and Certification**

Certificates are only issued where learners successfully complete all required assessments.

## **17. Reassessment and Rebooking**

Where reassessment or additional attendance is required due to learner absence or non-completion, additional charges may apply.

## **18. Employer Responsibilities**

Employers remain responsible for conducting workplace first aid needs assessments and selecting appropriate training.

## **19. Venue Requirements**

Clients providing venues must ensure suitable seating, lighting, heating, welfare facilities and practical training space are available.

## **20. Health and Safety**

All delegates must comply with venue rules and trainer instructions. Unsafe behaviour may result in removal from training.

## **21. Equality, Diversity and Inclusion**

The Company is committed to equal opportunities and fair treatment of all learners and clients.

## **22. Data Protection and GDPR**

Personal information is processed in accordance with UK GDPR and the Data Protection Act 2018. Information may be retained for certification, audit, legal and business purposes.

## **23. Confidentiality**

Both parties agree to protect commercially sensitive information obtained during the provision of services.

## **24. Intellectual Property**

All course materials, presentations, handbooks, videos and digital resources remain the intellectual property of First Aid Training North East.

## **25. Recording of Training**

Audio, video and photographic recording is prohibited unless prior written permission has been obtained.

## **26. Marketing and Testimonials**

Testimonials, reviews and photographs may be used only where suitable consent has been obtained.

## **27. Debt Recovery and Late Payment**

The Company reserves the right to charge statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998 and recover reasonable collection costs.

## **28. Limitation of Liability**

To the fullest extent permitted by law, liability shall be limited to the value of the booking or service supplied. The Company shall not be liable for indirect or consequential losses.

## **29. Force Majeure**

The Company shall not be liable for delays, interruptions or cancellations caused by events beyond its reasonable control including severe weather, transport disruption, illness, utility failures or government action.

## **30. Complaints Procedure**

Complaints should be submitted in writing to [info@firstaidtrainingnortheast.co.uk](mailto:info@firstaidtrainingnortheast.co.uk). Complaints will be investigated promptly and fairly.

### **31. Website Use**

Website content is provided in good faith and may be amended without notice. The Company is not responsible for third-party websites linked from its website.

### **32. Replacement Certificates**

Replacement certificates may be issued subject to identity verification and payment of an administration fee.

### **33. Severability**

If any provision of these Terms and Conditions is found unenforceable, the remaining provisions shall remain in full force and effect.

### **34. Entire Agreement**

These Terms and Conditions constitute the entire agreement between the parties unless otherwise agreed in writing.

### **35. Governing Law**

These Terms and Conditions are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the English courts.

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