



## Terms and Conditions

**Our aim is to make it as easy as possible to learn First Aid and related subjects with Mountain Trauma First Aid Training.**

### First Aid Courses

1. Bookings may be made by e-mail, via the Mountain Trauma First Aid Training website, letter or telephone. Telephone bookings must be confirmed in writing or e-mail.
2. **50% payment must be made 4 weeks prior to course start date against our invoice, or in advance with your booking. Balance is due on course date. Any invoice not paid in full, 14 days after course delivery, will be subject to a 10% service charge and interest charged at 5% above the HSBC basic rate of interest.**
3. Should circumstances mean that you need to transfer to another Mountain Trauma First Aid Training course, then the following charges will apply dependent on notice given:
  - More than 4 weeks prior to course No charge
  - 2-4 weeks notice given 25% of course fee
  - Less than 2 weeks notice given 50% of course fee

Free transfer applies to the first transfer only. Subsequent transfers incur a minimum charge of 25% of the course fee, rising to 50%, dependant on notice as shown above.

4. If you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:
  - More than 4 weeks prior to course No charge
  - 2-4 weeks prior to course 50% of total course fee
  - Less than 2 weeks prior to course Full fee – i.e. no refund

(Cancellation or transfer must be made in writing and received by Mountain Trauma First Aid Training by the due date).

5. If you do not attend a course, and have not previously informed us, the full course fee remains payable.
6. If you arrive late for a course, or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. (To conform with Health & Safety Executive requirements for Statutory Certificates, attendance at all sessions is mandatory).
7. Mountain Trauma First Aid Training reserves 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 free transfer to another course date, or a full refund of fees paid.
8. To be eligible to attend a two day Re-qualification Course, candidates **must** be in possession of a valid First Aid at Work Certificate issued by an HSE approved provider, which is 'in date' on the last day of the Re-qualification course.

### In-house Courses

1. In-house courses must be confirmed in writing.
2. Minimum fee applies.
3. All fees are due 20 working days prior to the course start date. Certificates will only be issued on receipt of full payment.
4. Cancellations must be made in writing and received by Mountain Trauma First Aid Training and will be charged in accordance with our standard booking terms and conditions.

### Guidelines for candidates and 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 they have the aptitude to cope with an intensive course of study. (We welcome candidates with disabilities for training, but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace).