

# Terms and Conditions

1. All courses shall be subject to these terms and conditions unless expressed in writing.
2. Course bookings will and must be supported with a confirmation email or letter.
3. All courses are accredited by the Association of First Aiders Qualifications unless otherwise stated.
4. All courses will be delivered and assessed by an instructor who holds a relevant teaching qualification, is suitably qualified and will be registered with the ITC First if teaching a course accredited by ITC First.
5. All Association of First Aiders qualifications will adhere to their guidelines and policies.
6. Reasonable adjustments for learning disabilities are able to be made however this must be requested with 10 days' notice of the course start date.
7. Prices quoted are inclusive of tuition, course materials, assessment and certification only. Prices are based on per person, or for booking a full course.
8. Discount codes must be disclosed prior to booking and cannot be used in conjunction with any other offer.
9. Estimates will be issued along with course information and are valid for 30 days.
10. To secure a booking, a 25% deposit must be made no later than 7 days prior to the commencement of a course along with a signed estimate.
11. Certificates will be issued upon full payment of course fees.
12. Full payment must be made within 30 days of course completion. If full payment is not received after 30 days, the deposit can be retained indefinitely by Intrinsic Medical Solutions LTD and return of deposit may be refused.

Cancellation Fees	
Notice Period	Refund Given
15 days or more	100%
7 to 14 days	75%
3 to 6 days	50%
No notice	0%

In the extremely unlikely event that Intrinsic Medical Solutions LTD cannot run a course or needs to cancel, a full refund of costs already paid will be offered or an alternative date for training.

NB: Deposit will only be refunded if course is cancelled 15 days or more prior to course.

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13. Should you need to change your dates due to unforeseen circumstances you should contact us as soon as possible to discuss an alternative arrangement. Please note that we reserve the right to charge a fee for alteration of dates:

Date Change Fees	
Notice Period	Fee
7 or more	No fee
6 or less	25% of full course cost

NB: Where a deposit only has been paid, and alterations are made 6 or less days prior to the course, this deposit will be forfeited and a further 25% will be required to secured further bookings.

14. Payment methods accepted: Direct bank transfer, card, cheque or cash.

15. Lost certificates will be replaced at the following costs:

Type of Certificate	Cost
Printed certificate	£10.00
Electronic certificate	£5.00

16. The Health & Safety Executive detail in the Health & Safety (first-aid) Regulations 1981 and in the Approved Code of Practice and Guidance that candidates selected to be 'first aiders' must demonstrate:

- a. Reliability, disposition and communication skills.
- b. Aptitude and ability to absorb new knowledge and learn new skills.
- c. The ability to cope with stressful and physically demanding emergency procedures. It is the employer's responsibility to determine this suitability.

17. Intrinsic Medical Solutions LTD will not take responsibility for determining a delegate's suitability for training or take the liability for any condition or ailment held by the delegate which is exacerbated during training.

18. Intrinsic Medical Solutions LTD with the customer will endeavour to ensure that the Quality Assurance Plan is adhered to in order to ensure a safe and effective learning environment is maintained. A copy of this plan will be sent when a booking is requested.

19. Personal belongings and items belonging to or in the possession of the candidates brought to training are the sole responsibility of the owner and Intrinsic Medical Solutions LTD accepts no responsibility for such items. Intrinsic Medical Solutions LTD are not responsible for and cannot be held liable for accidental damage to customers property used during first aid courses.

20. If you are not satisfied with the service you have received you have the right to complain. Please contact the Training Manager or request the Complaints Policy or Centre Appeals Policy via telephone or email.