

## Terms and Conditions

### Group Booking for Outdoor First Aid

1. **Enquiries:** may be made by e-mail, phone or other means.
2. **Confirmation:** All telephone or email bookings are provisional. The course booking will be confirmed when the completed booking form has been received by MWS. The course organiser will then be provided with pre-course information. MWS trainers will only be engaged when the completed booking form has been received. We cannot guarantee that we will have the trainers for your course if you do not return the booking form.
3. **Pre-course information:** You must ensure that all candidates are aware of pre-course requirements especially relating to responsibilities (10), contact time (11), entry requirements, clothing (12), special considerations (13), identity (14) and authentication (14). The course organiser must ensure all attending know the requirements for this qualification.
4. **Cancellation:** To allow the maximum flexibility to fill courses we allow cancellation up to 15 working days before the commencement of the course with no penalty. However if cancelled with less than the 15 working day prior notice then the full course fee will be due.
5. **Invoices:** For new clients invoices will be forwarded immediately after the course or with course booking as requested. Certificates will be issued upon payment of invoice.
6. **Fees:** are normally due 21 working days before the course commences.
7. **Cancellation by MWS:** is unlikely. However we reserve the right to cancel at any time, if this were to occur you would receive the full course fee. If a course has to be cancelled at short notice due to unforeseen circumstances we will make every attempt to contact you at the address, telephone, fax, email given on your booking form. We will make a minimum of two attempts by all communication details you provide.
8. **Insurance:** is carried by MWS First Aid Ltd. Copies will be made available upon request.
9. **Disclaimer:** MWS First Aid Ltd. should not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.
10. **Responsibilities:** Candidates on the course are responsible for maintaining acceptable levels of behaviour and unacceptable behaviour may lead to offenders being asked to leave. They will be asked to pay for any malicious damage.
11. **Contact time:** Late arrivals or absences during the course or from any session will probably mean that candidates will not receive the qualification certificate for which they have joined the course. Qualifications have a mandatory contact time requirement. In all such cases the full course fee remains payable.
12. **Course requirements:** Candidates are attending an outdoor course and will go outside as determined by the trainer. Candidates are requested to **bring outdoor clothing that covers all weather eventualities** and allow the candidate to function effectively during the outdoor sessions and note that the course requires candidate to wear outdoor clothing on both internal floors and outside terrain. Old waterproofs would be ideal.
13. **Special considerations:** Training is active, practical and can be physically demanding. Participants are normally expected to be physically fit enough to kneel, twist, bend, to sit on the floor, to perform action such as cpr on a manikin, roll or be rolled. Please bring any medical problems and/or special considerations to our attention before booking the course.
14. **Enrolment:** increasing use of qualification certificates to support identity fraud and issues relating to assessment authenticity has resulted in all Training Centres having to verify candidate identity. **Please bring some form of photographic (e.g. driving license) identity confirmation** to your training course. If candidate identity cannot be authenticated during the course then certification will be delayed until the Awarding Body can confirm candidate identity.
15. **Alteration:** Alteration to these terms and conditions may occur at any time. Any changes will be passed to all who require knowledge of changes.