

Terms and Conditions

Individual Booking Outdoor First Aid

- 1. Enquiries:** may be made by e-mail, phone or other means. If there is an available place upon a course then a course booking form will be sent for completion and return to MWS. When this booking form has been returned with the full course fee, it will be acknowledged and a place reserved.
- 2. Fees:** are normally due 21 working days before the course commences. Places can only be confirmed when we have received the full fee. A receipt, joining details and pre-course information will be then sent. If candidates turn up on the day without prior confirmation, candidates may be turned away if the course is fully subscribed.
- 3. Cancellation of course by client:** then the following conditions will apply.

More than 21 working days notice	£25 admin fee
Less than 21 days notice	Full fee due
Failure to attend	Full fee due

Early discussion may allow the transfer to another similar event within following 6 months.

- 4. Cancellation by MWS:** is unlikely. However we reserve the right to cancel at any time, if this were to occur candidates would have the full course fee returned. If a course has to be cancelled at short notice due to unforeseen circumstances we will make every attempt to contact the name on the booking form at the address, telephone, fax, email given on the booking form. We will make a minimum of two attempts by all communication details provided.
- 5. Insurance:** is carried by MWS First Aid Ltd. Copies will be made available upon request.
- 6. Disclaimer:** MWS First Aid Ltd. should not be liable for any loss, damage, expense, injury or delay of any kind to the customer, 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.
- 7. 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.
- 8. 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.
- 9. 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.
- 10. 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.
- 11. 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.
- 12. Alteration:** Alteration to these terms and conditions may occur at any time. Any changes will be passed to all who require knowledge of changes.