

## Booking Terms and Conditions

The following terms and conditions apply to all orders for the purchase of training services from Dobson Grey Ltd.

If you have any questions relating to these terms and conditions, please contact us on 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk)

We advise you to print off and keep a copy of these terms and conditions for your records. These terms and conditions do not affect your statutory rights.

### **Cancellation and rescheduling of courses**

Where it is necessary to cancel or reschedule any course, we will inform you at the earliest opportunity. We will offer you the option to reschedule onto the next available course. If we are unable to provide an alternative course date, we will refund you the full amount paid by you for that course.

We do not accept any responsibility for certificates expiring as a result of a cancelled course. We do not accept any financial responsibility in any event, over and above the price paid for the cancelled course.

### **Payment**

Full payment is required at least 14 days prior to the date of the commencement date of the course, unless by prior arrangement.

When booking online you can pay for your course in full at the time of booking, or via an offline payment method such as a cheque, cash or bank transfer.

Your booking of a course is not guaranteed until payment has been received in full, unless by prior arrangement.

### **Cancellations**

You have 14 days in which to cancel your booking from the date it was made and can receive a full refund\*

\*If your course is due to start within this 14 calendar day period, we will book you onto the next available course as booked, unless we are able to fill your place on the course, in which case we will offer you a full refund if requested.

To cancel, please contact us on 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk)

### **Transfers**

We require 14 days notice should you wish to transfer to a course commencing on a different date. If you wish to cancel with less than 14 days notice due to illness, we reserve the right to request medical evidence prior to accepting the request for a transfer.

To transfer, please contact us on 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk)

### **Substitutions**

We will happily accept substitutions but we must be provided with the new delegate's details 24 hours prior to the commencement of the course. 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk)

### **Group bookings**

For courses laid on especially for an individual or organisation, we require 28 days notice prior to the course date for cancellations, and transfers.

With more than 28 days notice, we will issue a full refund. With more than 14 days but less than 28 days, we will refund 50 % of the course fee. With less than 14 days notice we will refund 25 % of the course fee. Should no delegates attend on the course date without notice, then no refund will be given.

### **Course prices**

We reserve the right to change our course prices from time to time. Should you book onto a course for which we subsequently increase the price, you will not be liable for this increase.

We occasionally offer discounts to last minute bookings and/or group bookings. We will not be liable for any discrepancies between the prices paid by individual delegates.

### **Course joining instructions and timekeeping**

It is essential that courses commence on time. Full instructions for each course will be sent to the booker and the delegate attending the course. If you do not provide us with delegates details when making a group booking, the booker will be responsible for making sure that the delegate has the correct joining instructions.

If the booker or delegate does not receive joining instructions, it is the booker or delegates responsibility to contact us on 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk) to arrange for the resending of the instructions by email.

Non-attendance on the course due to the non-receipt of joining instructions will result in the full cost of the course being charged. If the course is booked on behalf of a delegate, the booker must ensure that the delegate is fully aware of the course instructions and course requirements prior to attending.

### **Course attendance**

Any delegate that doesn't attend for all aspects of the course will not qualify for certification. We reserve the right to refuse admittance to the course in the event of lateness, if there is no possibility of the delegate fully completing the course. The full course cost will be charged.

### **Delegate Needs**

Please advise us at the time of booking, if a delegate has any special requirements to allow them to participate fully in the course.

Delegates should ideally be able to speak, write and read in English. If the delegate requires an interpreter then they can provide one, however this will not be allowed to interfere with the running of the course. Any delegates who do clearly not understand the course are unlikely to complete all aspects of the course satisfactorily, and no refunds can be given on this basis.

### **Delegate suitability**

Employers should consider the suitability of persons to be trained in workplace first aid.

They should be able to be capable of providing first aid, be free from any condition that will affect this ability or their participation in the course, be able to cope under pressure and be easily reachable and available in the workplace in case of emergency. Delegates should be over 18 years of age for workplace first aid responsibilities and have suitable communication skills.

Delegates who do not satisfy these requirements or do not meet the course assessment criteria will not be certified and will therefore be unable to carry out a first aider role in the workplace. No refunds will be given in these circumstances.

### **First Aid at Work Requalification**

It is the responsibility of the candidate to provide proof of an existing First Aid at Work certificate, valid for the duration of the First Aid at Work Requalification course that they are undertaking.

The requalification course can be taken within 28 days of the expiry of a First Aid at Work certificate.

**Liability**

With the exception of death or personal injury caused by our negligence during a course, we will not be liable by reason of any representation or implied warranty condition or other term, or any duty at common law or under the express terms of this agreement, for any loss of profit or any indirect special or consequential loss, costs, expenses or other claims for compensation. Our whole liability to you under or in connection with this agreement and the provision of the course shall not exceed the sum of the original price paid for that course.

**Data protection**

Personal data collected will be used for the purpose of delegate and course administration.

We will not disclose the information gathered to any third party, with the exception of details required by awarding bodies in order to provide certification.

We reserve the right to contact delegates and bookers by all means for the promotion of Dobson Grey Ltd training, as well as for administration purposes, unless expressly asked not to do so.

You may request that we remove all personal data held about you, or request details of data so held, by contacting us on 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk)

**Complaints**

In the event of a complaint, please contact us on 01789 298006 or email [hs-training@dobson-grey.co.uk](mailto:hs-training@dobson-grey.co.uk)

**Changes to terms and conditions**

We reserve the right to change these terms and conditions at any time.

*Last revised 27th July 2017*