Refund policy

Training courses :

1. City First Aid Solutions reserves the right to alter course dates should it be necessary due to illness or other unforeseeable reasons. Where this happens we will endeavour to give as much notice as possible.

2. Should you wish to cancel or amend course booking dates the following will apply. All refunds or amendments exclude a £25 administrative fee per additional invoice generated and if your emanual has been issued the cost of the manual.

a. 6 weeks notice or more - 100% refund.

b. 4 to 6 weeks notice - 50% refund

C. 2 to 4 weeks notice - 25% refund

c. 13 days or less - 0% refund.

If approved, you’ll be automatically refunded on your original payment method within 10  business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.
If more than 15 business days have passed since we’ve approved your return, please contact us at support@cityfirstaidsolutions.co.uk

Once training has commenced it is not usually possible to amend training dates or times however, we will always endeavour to work with clients to meet their needs should the unexpected occur based upon a standard £150 per additional full days training required or £80 for half a day or part thereof.

4. For organisations block booking learners, an invoice will be issued. Should learner numbers change the following will apply:

a, No refunds will be offered should learners not all turn up.

b. Should more learners than expected arrive then City First Aid Solutions reserves the right to turn away additional learners unless written agreement is received that any additional fees will be paid.