

# CoG TRAINING TERMS AND CONDITIONS



**CoG Training**

## **COURSE BOOKINGS**

Bookings can be made by email, letter or phone. Telephone bookings must be confirmed in writing/email. Provisional course dates will only be held for 48 hours. After this time the date will be released and available for someone else to book.

## **PAYMENT**

Payment must be made in advance of the course taking place. Your course will not be confirmed until payment in full has been received. This payment is non-refundable however if due to unforeseen circumstances you need to change the date of the course we will try to accommodate this within reason.

## **GROUP SIZE**

Our courses have strict maximum group sizes placed on them by our awarding body. We will advise of maximum group size when taking the booking. You will be charged for the number of people advised of at time of booking ie. If you book for 10 people and only 5 people show up you will be charged for all 10. Any numbers above this will be charged for appropriately.

## **DRESS CODE**

Although there is no dress code as such it is worth thinking about suitable clothing for First Aid courses bearing in mind that you will be rolled into the recovery position lying on the floor. We would therefore recommend trousers of some description.

## **OPEN COURSES**

If you are attending one of our open courses, then payment must be made in full at the time of booking to secure your place. This payment is strictly non-refundable however may be transferable if there is another suitable course taking place within 12 weeks. If invoicing has been pre-arranged then payment is strictly within 30 days of the invoice. If sufficient numbers have not booked on the course then the course will be cancelled and monies which have been paid will be refunded in full.

## **REPLACEMENT CERTIFICATES**

Lost certificates can be replaced at a charge of:  
£10 per Qualsafe certificate

We must be notified of any missing certificates within 5 working days.

## **CANCELLATION POLICY**

Should circumstances mean that you have to cancel your course the following charges will apply:

- More than 4 weeks prior to the start date – no charge
- 14 – 28 days prior to start date - 50% fee
- Less than 14 days prior to start date – full fee

NB Cancellation must be made in writing and received by CoG Training by the due date.

## **UNFORESEEN CIRCUMSTANCES**

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and a full refund of monies that have been paid in advance.

## **COURSE REGISTRATION**

All students must present photographic ID and sign and print their name on a registration document at the start of the course. This is the information that is used for printing of certificates that are being awarded by Qualsafe and for awarded courses by CoG Training and therefore this information must be presented legibly.

Errors on certificates made due to illegible writing will incur the replacement certificate charge of:

£10 per Qualsafe certificate

Under no circumstances will certificates be issued if the student name is not on the registration document.

## **LATE ARRIVALS/MISSED SESSIONS**

If you arrive late for a course, are absent from any session or need to leave early, we reserve the right to refuse to accept you for training if we feel you will gain/have gained insufficient knowledge or skill in the time attended. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSENI) requirements for statutory certificates, attendance at all sessions is mandatory.

## **REQUALIFICATION COURSE**

To be eligible to attend First Aid at Work two-day Requalification course, students must present a valid First aid at work certificate.

## **PHOTOGRAPHY**

Photographs maybe taken during the course for use on social media platforms and or website. If you do not want to be included please inform us in writing prior to the beginning of the course.

## **DATA PROTECTION**

All information that we hold concerning you will be held and processed by CoG Training strictly in accordance with the provisions of the General Data Protection Regulation (GDPR) (EU) 2016/679. As an individual, you have a right under the GDPR to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning this right, please contact CoG Training, 225 Conway Street, Belfast, BT13 2DE.

If you would like to discuss any aspect of the terms and conditions further please do not hesitate to contact us.

E: [stephenrbelfast@yahoo.co.uk](mailto:stephenrbelfast@yahoo.co.uk)

M: 07791568218