

# ALS Med – First Aid Training – Sale of Services T&Cs

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If you have any questions regarding these terms and conditions, please contact:  
**firstaidtraining@med-als.com**

## 1. General

1.1 These Terms and Conditions apply to all First Aid Training services provided by **ALS Med Ltd** (“the Company”, “we”, “us”, “our”).

1.2 By booking a course, the Customer enters into a legally binding contract with ALS Med Ltd and agrees to these Terms and Conditions.

1.3 These Terms replace any previous training terms issued by ALS Med Ltd.

1.4 These Terms apply to the supply of training services and any related materials unless otherwise stated.

1.5 ALS Med Ltd is a company registered in England and Wales (Company No. 14760312), with its registered office at:

**4th Floor, 205 Regent Street, London, W1B 4HB**

## 2. Definitions

- **Customer:** The person or organisation booking the course.
- **Learner/Delegate:** The individual attending the course.
- **Services:** Any training course or related services provided by ALS Med Ltd.
- **Individual:** A person attending an open course.
- **Organisation:** A business, charity, group, or person booking on behalf of others.
- **Business Day:** Monday–Friday excluding public holidays in England and Wales.
- **Onsite Training:** Training delivered at the Customer’s venue.

## 3. Booking Conditions

3.1 Bookings may be made by email at **info@med-als.com**.

3.2 Training may be delivered:

- At the Customer’s venue (if suitable), or
- At a venue arranged by ALS Med (additional fees may apply).

3.3 ALS Med may make reasonable changes to course content, trainer, venue, or timings where necessary to:

- Meet legal or safety requirements, or
- Improve service delivery.

3.4 For onsite training, the Customer must ensure the venue is:

- Clean, safe, and suitable
- Large enough for practical training

- Compliant with HSE and FAIB requirements

3.5 If the trainer deems the venue unsuitable, the course may be refused. In such cases:

- No refund will be issued
- The full course fee remains payable

3.6 Courses requested on weekends or bank holidays may incur an additional fee of **£50 per course per day**.

3.7 Registered charities may receive a **10% discount** (proof required).

3.8 Delegate names may be changed before the course date at no additional charge.

#### **4. Payment & Deposits**

4.1 Course fees are detailed in the quotation.

4.2 A **non-refundable deposit of 20%** is required within **3 days of accepting the quote** to secure the booking.

4.3 The deposit may also cover:

- E-learning licence costs
- Venue bookings
- Course materials

4.4 The **full balance must be paid before the course start date**.

ALS Med reserves the right to refuse attendance until full payment is received.

4.5 ALS Med reserves the right to charge interest on late payments:

- 3% per calendar month (calculated daily)
- Statutory late payment fees:
  - £40 for debts up to £999.99
  - £70 for debts £1,000–£9,999.99
  - £100 for debts £10,000+

4.6 Quotations remain valid for **14 days** from issue.

4.7 Certificates will **not be issued** until full payment is received, unless agreed otherwise in writing.

4.8 ALS Med does **not charge VAT**.

#### **5. Consumer Cooling-Off Period**

5.1 Where the Customer is a **consumer**, they may cancel within **14 calendar days** of the contract being formed.

5.2 If cancellation occurs within this period:

- A full refund will be issued
- Except where e-learning licences have already been purchased

5.3 E-learning licence costs are **non-refundable** once issued.

## 6. Cancellation or Transfers by the Customer

Notice Given	Fee Charged
Over 28 days	0%
15–28 days	25%
1–14 days	50%
On the day / no attendance	100%

## 7. Cancellation or Transfers by ALS Med

7.1 If ALS Med cancels or reschedules a course:

- The Customer will be offered an alternative date, or
- A full refund

## 8. Rescheduling

8.1 Courses may be rescheduled **without charge** if at least **7 working days' notice** is given.

8.2 Rescheduling with less than 7 working days' notice may incur a **25% fee**.

## 9. Attendance

9.1 Failure to attend is treated as a cancellation with no notice (100% fee).

9.2 Learners arriving late or missing course elements may be refused completion.

9.3 All course elements must be completed to receive certification.

9.4 ALS Med reserves the right to refuse admission where appropriate.

## 10. Suitability of Delegates

10.1 The Customer is responsible for ensuring the course is suitable for delegates.

10.2 ALS Med will make reasonable adjustments where practicable.

10.3 Courses are delivered in English. Delegates must:

- Understand spoken and written English, or
- Provide their own interpreter at their own cost.

## 11. Age, Fitness, and Physical Requirements

11.1 Delegates must:

- Be aged **14 or over**
- Be physically capable of practical training
- Wear suitable clothing
- Perform CPR **on the floor** for at least **2 continuous minutes**

11.2 Reasonable adjustments will be made where safe and practical.

## **12. Recertification**

12.1 Customers may receive reminders for annual updates or recertification.

12.2 Delegates must bring valid certificates to recertification courses.

12.3 Incorrect certification history may invalidate requalification.

## **13. Replacement Certificates**

13.1 Replacement certificates may be requested within 3 years.

13.2 PDF replacements are provided free of charge.

## **14. E-Learning and Blended Courses**

14.1 E-learning licences must be paid for in advance.

14.2 Delegates must complete e-learning before the practical session.

14.3 E-learning licences are:

- Non-transferable
- Non-refundable once issued

## **15. Liability**

15.1 ALS Med's liability shall not exceed **twice the course fee paid**.

15.2 ALS Med is not liable for:

- Indirect or consequential losses
- Loss of profits or business
- Parking or venue charges
- Delays beyond our control

15.3 Nothing limits liability for:

- Death or injury caused by negligence
- Fraud or misrepresentation

## **16. Complaints and Feedback**

Complaints: **complaints@med-als.com**

Compliments: **compliments@med-als.com**

## **17. Refunds**

17.1 Refunds are processed within **14 working days**.

17.2 Refunds are made using the original payment method.

17.3 No refund will be issued where:

- A delegate fails the course
- A delegate does not attend

## **18. Data Protection**

18.1 Personal data will be processed only for service delivery.

18.2 Data will not be shared with third parties except where required.

18.3 Full details are available in the ALS Med Data Protection Policy.

## **19. Termination**

ALS Med may terminate services immediately if the Customer:

- Breaches these terms
- Fails to pay
- Becomes insolvent

## **20. Copyright**

All training materials are the property of ALS Med Ltd and may only be used for personal learning.

## **21. Governing Law**

These Terms are governed by the laws of **England and Wales** and interest rates for late payment based on the Bank of England calculations.

## **22. Acceptance of Terms**

By accepting a quote or invoice, the Customer confirms that they:

- Have read these Terms and Conditions
- Agree to be bound by them