



HeartStart Academy
First Aid Training

Booking Terms and Conditions

V1.0

Published: 12/03/2025

Review: 11/04/2025

1. Booking with us

- To secure a booking, all information requested must be provided on the contact us form along with the balance/deposit after invoice received.
- The deposit amount will be based on the type and scale of course you are booking, but is normally 25%.

2. Payment

- Deposit or full balance must be paid within 7 days of the invoice to secure your course date.
- Full payment is due 14 days prior to course start.
- Failure to make full payment will result in course cancellation.

3. Cancellation/Reschedule

- If in the unlikely event HeartStart Academy are cancelling a course, you will receive a full refund within 14 working days. If you would like to reschedule instead, HeartStart will stick to a 10% discount which will be refunded to you.
- If you or your company needs to cancel a course, the following timeframes will be implemented:

Over 21 Days: 95% refund (5% administrative fee will be deducted from total balance)

20 to 7 Days: 50% refund

Under 7 FULL Days: No refund will be issued.

- If you would rather reschedule a course then cancel, contact support@heartstartacademy.co.uk to explore alternative dates. A fee may apply.
- Failure to attend a course will result in no refund being issued.

4. Person Specifications:

- Whilst some of our courses are open to 14 years and above, HeartStart Academy requires all learners to be aged 16 and above.
- All learners should have a good level of English language.
- A fair level of fitness is required (for context, a person should be able to comfortably do 2 minutes of CPR continuously).

5. Gaining your Qualification & Certification

- After a learner has successfully completed a course to the expected standard and passed relevant assessment will they receive a certificate.
- Certificate's will be sent digitally within 48 hours of course completion digitally.
- If you would rather hardcopy certificate, this will be via post service and will incur additional cost (£6 per certificate).

6. Training Equipment

- All equipment provided for your learning is the property of HeartStart Academy.
- Any purposeful destruction or damage will be at cost to the individual responsible.

7. Liability

- Whilst we do not plan or expect any compromise to safety of participants, HeartStart Academy cannot be held liable for losses, accidents or injuries.

Monitoring

Version	Submitted Date	Changes	Who
V1.0	12.03.2025	Original	JN