**Terms & Conditions**

**Payments:**

1. All delegate bookings must be paid in full to guarantee registration to attend on the course. Once payment has been received and processed by Fairview Training Ltd trading as First Aid Tutors, an email confirmation and receipted invoice will be sent to the person who made the booking. If payment is not made at the time of delegate booking, registration on the course will be solely provisional.
2. In order to qualify for a discounted rate, booking and payment must be received whilst the discount offer is subsisting
3. A binding contract will be formed when First Aid Tutors notifies its acceptance of a Customer's order for goods or services (the "Contract"). An invoice will be dispatched and shall be payable within 30 days of the date of the invoice.
4. Overdue invoices may result in the conference booking being invalidated and the delegate place on the course being released for general sale.
5. Unless specified, Value Added Tax will not be included in any price and will be charged at the rate in force at the time of quotation.
6. If the Customer becomes bankrupt or enters into liquidation, administration or administrative receivership or has a receiver of any of its assets appointed (or ceases or threatens to cease carrying on business) this will result (at the discretion of First Aid Tutors) in the delegate's booking being invalidated and the delegate place being released for general sale.

**Cancellations and Substitutions:**

1. Once a delegate has booked and paid for a course and payment has been received by First Aid Tutors no refunds can be offered.
2. It is the Customer's responsibility to inspect booking details. Any errors should be communicated within 7 days of receiving the booking confirmation, during which time First Aid Tutors will amend the delegate booking details.
3. Delegates may nominate an alternative person to attend. Amendments can be made by the person booking the course up to 48 hours prior to the course date via the booking site. Changes to delegate information after this point will be handled by First Aid Tutors and may incur a small administration fee.
4. Attendance fees will not be refunded in the event of an act of god or other circumstances outside of the organisers’ control.

**Delegate Requirements:**

1. Delegates should advise of any special requirements at the time of booking, including dietary requirements.

**Joining Instructions:**

1. Course joining instructions will be sent out to registered delegates 2 weeks prior to the event. If you do not receive any course joining instructions, please call 02030269771 or email info@firstaidtutors.co.uk

**Cancellation or Postponement of the Event:**

1. Where necessary, First Aid Tutors reserves the right to make alterations to the course dates. Delegates will be notified of any relevant changes when possible to do so, however please note that the dates iare subject to change without notice.
2. Should the course be cancelled or postponed by First Aid Tutors for whatever reason, liability shall be limited to the fee paid by the delegate. First Aid Tutors shall not be liable for any expenditure, damage or loss incurred by the delegate.

**Additional:**

1. Certificates will be sent out to delegates after the course and only to delegates that have been registered as attending the course on the allocated dates.
2. First Aid Tutors cannot be held liable for any loss, liability or damage to personal property on the day of the course.

**Data Protection:**

**Data Controller**: Fairview Training Ltd Trading as First Aid Tutors whose registered address is 62 Barnhill Road Wembley Middlesex HA9 9DE.

1. By submitting delegate registration details, delegates agree to allow First Aid Tutors to contact them regarding their services. The contact details of registered delegates will be placed on an attendance list.
2. All personal data obtained from consenting individuals in line with the requirements of the UK Data Protection Bill and the EU General Data Protection Regulation (GDPR), which comes into place on 25th May 2018. First Aid Tutors does not sell data to third parties.

Your individual rights in line with these requirements include the:

* ***right to be informed*** of how First Aid Tutors use and process your personal data
* ***right of access*** to any personal data that we retain about you
* ***right to rectification*** of any personal data that we retain about you that you believe to be inaccurate
* ***right to erasure*** when there is no legal justification or legitimate business interest allowing us to retain your personal data
* ***right to restrict processing*** of personal data if, for example, you think that personal data we retain about you is inaccurate or we have no legal justification or legitimate business interest to continue to retain and process your personal data. Rather than request erasure, you can make the request to restrict processing
* ***right to data portability*** should you want to move, copy or transfer your personal data from one source to another
* ***right to object*** when personal data is processed due to legitimate business interest or performance of a task in the exercise of official authority, direct marketing and research and/or statistical analysis
* ***rights associated with automated decision making and profiling*** which allow you to obtain human intervention in any such process, express your points of view on decisions or outcomes made about you and obtain an explanation of any decisions made and subject them to challenge
* ***right to withdraw consent*** for First Aid Tutors to hold your personal data at any time
* ***right to lodge a complaint with a supervisory authority*** should you be dissatisfied with how we have managed your personal data (the Information Commissioner’s Office (ICO)) is the UK’s independent authority set up to uphold information rights in the public interest)

1. Should you provide the appropriate consent, First Aid Tutors will capture, process and retain your personal data for the purposes of managing conference bookings and future marketing purposes.
2. There is no statutory requirement for you to consent to First Aid Tutors . capturing, processing and retaining your personal data. However, if you choose not to provide your consent then we will be unable to accept your conference booking and associated payment.
3. By purchasing a conference ticket, I hereby give First Aid Tutors permission to capture, process and retain my personal data in line with the requirements of the UK Data Protection Bill and the EU GDPR for the purposes outlined in this Notice.