

Terms and Conditions

Course Duration

The learner(s) must be present for the entire course in order to gain certification. Any foreseen attendance problems should be discussed with The Paramedic **prior** to the course. If an unforeseen problem occurs, please discuss this with the trainer in charge at the time. If full attendance is not achieved the learner may not be eligible for certification.

Learner Fitness

The learner(s) must be capable of carrying out practical sessions that will include floor level Cardio Pulmonary Resuscitation (CPR) and the recovery position. The learner(s) must be able to achieve this in order to gain certification.

Any physical disability/illness that may hinder physical participation on the course should be discussed with The Paramedic **prior** to course commencement.

Training Facilities

If we deliver training on a customer site, the facilities must include the following:

- A room that is large enough to comfortably accommodate the number of students with space for practical training.
- Good lighting
- Adequate ventilation and heating/air conditioning
- Seating for all students

If there are any doubts about suitability, The Paramedic would be happy to consult or visit the clients' premises to discuss requirements. Ultimately, the final decision rests with The Paramedic. If the premises are deemed not suitable, we will do our very best to find a training location locally. Costs for this will be invoiced to the client.

Bookings

Course bookings would preferably be made via email (for ease of governance/communication trail). We will respond to your bookings as a matter of priority. Bookings will **always** be confirmed by email prior to course commencement. If you have not received your booking confirmation within 48hrs of a booking request, please get in touch to ensure this has been completed.

Cancellation

Course cancellation should be made in writing by the client and will carry charges.

They are as follows:

- 21 days or more	No Charge / Full Refund
- 14 – 20 days	25% of total cost
- 7 – 13 days	50% of total cost
- Less than 7 days	75% of total cost
- Less than 48 hours	Full payment must be made

The Paramedic may cancel a course at any time but this will only ever be done when absolutely necessary. You will be notified at our earliest opportunity by telephone with written confirmation following via email. You will be refunded any monies paid to us, or transferred to another course at your choice, but we cannot be responsible for, or refund, costs that you may incur due to the cancellation e.g. staff, travel, venue hire

Payment Terms

Payment must be made within 30 days of the invoice date for exclusive course bookings. Courses run over more than one day will be invoiced after the first day. Overdue payment will carry a 10% (of invoice total) fee per week, or any part thereof. Payment for individual course places must be made in full prior to course commencement. Our payment preference is BACS although we can also accept card payments if required.

Student Substitution

Student substitution is acceptable but The Paramedic should be notified prior to course commencement. If a client has booked an exclusive course, up to 12 persons may attend. If numbers increase/decrease from the original booking, please inform The Paramedic prior to course commencement.

Certification

It is the responsibility of each individual to sign the attendance record correctly. Certificates will be issued based on the information and spelling given. Duplicates/amendments can be issued but carry an administration charge of £7.50 per certificate. Students that have failed to complete the attendance record will not receive certification.

Children

Under no circumstances are children to accompany individuals to a course. Childcare arrangements should be made in advance and you will be asked to leave the course should this occur.

Complaints

Complaints should be taken up with the instructor at the time of the event. If, however, you are not satisfied with the result, a written complaint must be made via email within 14 days and should be sent to:

chris@theparamedic.co.uk

You will be contacted within 2 working days to discuss the complaint.