

First Aid Wales - Terms and Conditions

Please find below our terms and conditions for bookings, website use and our privacy policy.

Booking Terms

A 50% deposit will be required for all courses booked either by phone or email. Full payment for courses booked will be required not less than two weeks before course start date unless otherwise agreed.

Re-bookings/changes to course dates less than 14 days prior to original course start date will acquire a 25% admin fee.

Courses bookings must be made in writing or by email unless otherwise agreed. A purchase order number is required at the time of booking for companies.

A complete refund of course fees, minus 25% admin fee will be paid if course is cancelled more than two weeks prior to start date, otherwise course fee will be lost.

All practical assessments and written exams will have to be passed before certification can be issued. Candidates will not pass any courses where these are needed, and no refund will be issued after course has been completed if students do not pass either written exams, or practical assessments.

No certification will be issued until all course fees have been paid in full.

Our first aid courses are fully approved by the HSE where applicable and all of our students will receive a high quality student manual that they can take home.

The certification they will receive is internationally approved and our two day and four day first aid at work courses are independently assessed in line with Health and Safety rulings

Website Terms and Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern First Aid Wales Ltd relationship with you in relation to this website.

The term "First Aid Wales Ltd First Aid" or "us" or "we" refers to the owner of the website whose

The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.

Unauthorized use of this website may give to a claim for damages and/or be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

You may not create a link to this website from another website or document without First Aid Wales Ltd First Aid's prior written consent.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.

Privacy Statement

We are committed to safeguarding the privacy of our clients and website visitors, this policy sets out how we will treat your personal information.

What information may we collect?

We may collect, store and use the following kinds of personal data:

Information about your computer and your visits to and use of this website, such as your geographical location, IP address, browser type, referral source, length of visit and number of page views.

Information relating to any purchases of services or goods, information you provide to us in the course of your training and registering with us and EFR.

Information you provide to us for the purpose of subscribing to our website services, email notifications and or newsletters. Any information that you choose to send to us.

Cookies

We may use cookies on this website, A cookie is a text file sent by a web server to a web browser and stored by the browser. The text file is then sent back to the server each time the browser requests a page for the server. This enables the web server to identify and track the web browser.

We may send a cookie which may be stored by your browser on your computers hard drive. We may use the information we obtain from the cookie in the administration and optimisation of our website to improve our websites useability and for marketing purposes. We may also use that information to recognise your computer when you visit our website and to personalise our website for you.

Most browsers allow you to refuse to accept cookies (in the internet options settings) Selecting to block all cookies may effect the useability you experience on visiting many websites including this one.

We will be using Google Analytics to analyse the use of this website, Google Analytics generates statistical and other information about website use by using cookies which are stored as mentioned above on the users computer, This information is used to create reports about use of our website. Google will store this information for their Privacy Policy please visit <http://www.google.com/privacypolicy.html>

Using your personal Data

Personal Data received by us via the website, email or other means will be used for the purposes specified in this privacy policy or in relevent parts of the website.

We may use your personal information to:

Administer the website and improve your browsing experience by personalising the website, or to enable your use of the services available on the website.

To send to you goods purchased via the website, and supply to you services purchased via the website, send statements and invoices to you, and collect payments from you.

Send you general (non-marketing) commercial communications send you email notifications which you have specifically requested and notification of certification renewal when appropriate. Send to you our newsletter and other marketing communications (relating to our business or the businesses of carefully-selected third parties which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications to be sent by emailing us at info@firstaidwales.net to deal with enquiries and complaints made by or about you relating to the website

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing.

Other disclosures

In addition to the disclosures reasonably necessary for the purposes identified elsewhere in this privacy policy, we may disclose information about you:

To governing bodies such as the HSE and EFR

Where we are required to do so by law.

In connection with any legal proceedings or prospective legal proceedings;

In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

Except as provided in this privacy policy, we will not provide your information to third parties.

International data transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we operate in order to enable us to use the information in accordance with this privacy policy.

If you are in the European Union, information which you provide may be transferred to countries including the United States and Japan, which do not have data protection laws equivalent to those in force in the European Union. You expressly agree to such transfers.

Security of your personal data

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information may be subject to the payment of a fee (currently fixed at £10.00).

You may instruct us not to process your personal data for marketing purposes by emailing us at info@firstaidwales.net

Third party websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

Contact

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email