



Booking Terms and Conditions

1. Course Bookings

Bookings may be made by email, letter, telephone or in person. Telephone and in person bookings are to be confirmed in writing on request and within 5 days. Please quote purchase order numbers where applicable.

2. Payment

- a) Bookings made within 4 weeks of the course start date will be required to be paid in full at the time of booking.
- b) Course bookings made more than 4 weeks in advance of the course start date will incur a 25% security deposit with the remaining balance to be paid 4 weeks in advance of the course start date.
- c) Certificates / proof of training will not be released to the client / student until full payment / balance has been received.
- d) Payment is by BACs only. In the event that the client is unable to pay the invoice via BACs then business cheques can be accepted, but will incur an additional £10.00 surcharge for bank charges and administration.
- e) Any goods, supplies or stock that have been ordered will not be delivered to the purchaser until full payment has cleared. Delivery times after payment vary from product to product.
- f) Six month interest free payment plans may be available on certain courses and are at the sole discretion of 2 Save a life. Please set up a standing order for the dates listed on invoice. No charges apply for early re-payment. Certification / proof of training, will not be issued until full payment / balance is received. Interest will be charged on late payments in accordance with section 2.d of these terms and conditions.
- g) Failure to make the appropriate payments may result in course cancellation and additional late payment fees. 2 Save a Life will charge interest at 8% over the 0.5% Bank rate (8.5%) on a daily rate, against unpaid invoices from the due date until received and may also levy a fixed late payment charge as detailed under the Late Payment of Commercial Debts (Interest) Act 1998. All costs involved in recovering overdue monies will be charged to the customer.

3. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation then the following charges will apply:

More than 4 weeks prior to course - No fee
2 -4 weeks prior to course - 50% of course fee
Less than 2 weeks prior to course - 100% of course fee

NB. Cancellation must be made in writing and the date upon which this is received by 2 Save a life will determine the cancellation fee.

2 Save a life reserves the right to cancel any course if there are insufficient numbers to run a viable course. In such circumstances, you will be given as much notice as possible and the offer of a free transfer to another course date, or a full refund of fees paid. In the event of a refund, any pre-course reading material you have received will be deducted.

4. Transfers

Should circumstances mean that you need to transfer to another 2 Save a life course then the following administration charges will apply dependent on notice given:

More than 4 weeks prior to course - No fee
2-4 weeks prior to course - 25% of course fee
Less than 2 weeks prior to course - 50% of course fee

NB. Transfers requests must be made in writing and the date upon which this is received by 2 Save a life will determine the transfer fee. If your deposit resulted in you being issued with a course manual, pre reading material and online e-learning access, 2 Save a life reserves the right to retain your deposit to cover the cost of these items.

5. Non-attendance

If you do not attend a course, and have not previously informed us, the full course fee remains payable.

6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, or unfit to partake, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive requirements for statutory certificates, attendance at all sessions is mandatory.

7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

8. Distance Selling Regulations 2000

We abide by the applicable elements of the Distance Selling Regulations 2000

9. Guidelines for students and employers

It is the employer's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.

All candidates must be fit to undertake all practical elements of the course which may include Cardio Pulmonary Resuscitation (CPR) at floor level.

10. COVID 19

All candidates must provide evidence of 2 Covid vaccinations or negative PCR (within 48 hours) prior to course start, be free of COVID symptoms and not currently in a recommended isolation period. Any candidate experiencing symptoms must immediately self withdraw from the course. An alternative course will be offered if available.

All candidates are to sanitise hands, Maintain social distancing where possible and wear facemasks throughout the sessions. especially when transmitting throughout the instructional venue.

11. Right of Admission

2 Save a life reserves the right to refuse admission to any delegate exhibiting unruly or anti-social behaviour to either its staff or other candidates. Any such incident will result in the immediate removal of the offending party and their full course fee being forfeit.

12. Training facilities

- All training will be conducted at the client's premises (onsite) unless stated otherwise.
- Training areas/rooms shall be clean and conducive to practical training methods.
- Floor surfaces will be clean and allow for practical exercises and demonstrations.
- Training areas/rooms must be large enough to facilitate social distancing for the confirmed delegate numbers.
- All training media will be supplied by 2 Save a life unless stated otherwise.

13. Trainer Expenses

Any prices quoted by 2 Save a life for closed courses are inclusive of travel and accommodation expenses which may be incurred by our trainers or consultants during the execution of the agreed course, unless otherwise agreed in writing.

Please contact 2 Save a life if you have questions regarding this document or any other queries regarding your booking.