

COURSE BOOKINGS **TERMS AND CONDITIONS**



Thank you for booking your First Aid, Mental Health, Business, Safeguarding, or Food Safety Course with Winterbury Training.

The following terms and conditions apply to all orders for the purchase of services from Winterbury Training.

If you have any questions in relation to these terms and conditions or you do not wish to receive any further information from us whether by telephone, email or post please contact us on 07584 732119 between Monday and Friday 09:00 – 17:00 (excl. bank and public holidays), or email info@winterburytraining.co.uk.

We advise you to print off and keep a copy of these terms and conditions for your records. These terms and conditions do not affect your statutory rights. In accordance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018, Winterbury Training will keep all information confidential only to be used by Winterbury Training and will not forward or sell any information to any third party. Your personal data will be added to our database for the purpose of processing your booking and to inform or update you with any relevant details of the services we offer and when you are due to renew your qualification, as stated on the registration form completed at the start of the course.

As an individual, you have a right under the Data Protection Act 1998 and GDPR to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning this right, please contact us.

Bookings

Course bookings can be made either by email, telephone or via or page on the BookWhen booking site. Enquiries can also be made through our website which will be followed up by email confirmation.

For open course bookings, payment is due within 2 weeks of booking and places will only be confirmed once full payment has been received. Payments are non-refundable but can be transferred to a different course or date subject to availability if necessary.

For blended courses, the online links and codes necessary to undertake the e-learning element will be forwarded not earlier than 6 weeks prior to the practical element of the course, and upon receipt of the full invoice payment.

If full or part payment of the invoice is outstanding within 21 days of the course date, Winterbury Training will be entitled to cancel the booking without refund of

any payments made. We reserve the right to withhold certificates until full payment has been received.

For on-site organisational bookings an invoice will be presented upon completion of the course which will be due within 30 days. For blended learning courses the online links and codes necessary to undertake the elearning element will be forwarded not earlier than 6 weeks prior to the practical element of the course.

If full or part payment is still outstanding after 30 days Winterbury Training will be entitled to require payment in advance of any further courses or places booked.

There is no VAT payable on course fees.

Cancellations

Organisational Bookings (closed courses)

A charge will be made for cancellation of a course within 21 days of the course taking place. This will be applied as follows due to advance preparation and administration costs:

Notice

7 days or less	Full amount payable
8 - 14 days	75% payable
15 - 21 days	50% payable
22 days and over	0% payable

Consumer cancellations (open courses)

If you are booking as an individual, you may transfer your booking to an alternative course at the time of cancellation at no additional cost. No refunds will be provided.

Company cancellations (open courses)

If you are booking as a company, the full course fee will be charged for cancellations made fewer than 21 working days before the course start date. Cancellations can be received either by phone or email (info@winterburytraining.co.uk). This applies to both scheduled courses and group bookings. It may be possible to re-schedule a course at no additional charge within the 21 day window depending upon availability.

In the event that Winterbury Training have to cancel a course, an alternative date for the same course will be arranged at the delegate's convenience or a full refund may be given.

If you do not attend a course, and you have not previously informed us, the full course fee remains payable. If you arrive late for a course, or are absent from any session, 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 Ofqual requirements for RQF certified courses, attendance at all sessions is mandatory.

Requalification courses

To be eligible to attend an HSE two-day Requalification course, it is the employer's or student's responsibility to ensure that all delegates attending a first aid at work requalification course hold proof of a current (in date) First Aid at Work certificate which is valid for the duration of the requalification course being attended.

Delegates whose certificates lapse before or during training will not be accepted onto the course. In this instance, the full delegate course fee will still be charged. It is the responsibility of the employer to provide a copy of the certificate at the time of booking.

Health and Safety

Delegate selection

In the case of courses where practical skills must be demonstrated, it is the responsibility of the employer to select suitable candidates who are free from any condition which would affect their capability to cope with an intensive course of study to train to become first aiders in the workplace. It is important that such individuals are:

- Physically able to provide colleagues with first aid e.g. able to kneel on the floor and administer cardiopulmonary resuscitation (CPR). The duties of a first aider can be physically demanding. In line with the Health and Safety Executive's (HSE) Approved Code of Practice, delegates must be free from any condition that will affect their participation in the course and their capability to carry out the duties of a first aider. If delegates are unable or unwilling to perform any practical aspect required for assessment but fulfil all other criteria they may receive an attendance certificate but not the full qualification.
- Reliable, with the necessary disposition and communication skills.
- Able to cope with stressful and physically demanding emergency procedure.
- Easily reachable in the event of an emergency at work.
- 16 years old and above.

Delegates who are unable to meet the above requirements or fail to meet the pre-set assessment criteria for the course will not be awarded a certificate and will therefore be unable to act as first aiders within the workplace.

We do welcome candidates with disabilities for training, but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace and on course.

Winterbury Training requires in advance, for planning purposes, notification of any assistance that a student is likely to need during the running of the course, including access arrangements such as requiring resources in large print or on coloured paper.

If it is felt that the student doesn't meet the learning outcomes of the course and or assessment process and is referred, they will be offered a free reassessment. Any further training or coaching over and above that provided on the course may be charged for, depending upon the circumstances.

If the course is to be held in your own premises please ensure that there is sufficient space for the lesson to be conducted, bearing in mind practical demonstration and participation is required. If you are unsure please contact us for advice.

Good time keeping throughout the course is essential. In instances where training is carried out on your organisational premises it should be noted that delegates must give their full time and attention to the training and not be expected to carry out any work tasks for the duration of the training.

Liability

All training and advice given by Winterbury Training is done by following guidelines provided by the appropriate councils and Qualifications Network UK / NUCO. Information given by Winterbury Training is, to the best of our knowledge, up to date and evidence based. Winterbury Training cannot accept any responsibility for misinterpretation of the advice given. Winterbury Training always advises if parents or carers are at all concerned about the health of their child they should seek medical advice. The information provided, either on company website (www.winterburytraining.co.uk) or any documentation provided is for general information only and should not be treated as a substitute for medical advice given by a doctor or any other health professional. Winterbury Training is not responsible or liable for any diagnosis made or actions taken by a user based on this information.

Course Materials and Copyright

The cost of the session includes all materials supplied during the session. Winterbury Training /QNUK / NUCO is the copyright owner of all course materials with the exception of materials clearly published by third parties. Winterbury Training copyright materials may only be used by the person attending the course for their personal use unless otherwise stated.

Complaints and Disputes

In the unlikely event that you have cause for complaint about the website or any of the services we provide, you should contact Winterbury Training Services on 07584 732119 as soon as possible and we will try and resolve it speedily and to your satisfaction. You will receive an acknowledgement within five working days. Please request a copy of our complaints policy and procedure if you wish to pursue a complaint.

Additional Information

Please advise your candidates to wear suitable comfortable clothing and footwear for the course, bearing in mind the requirement to demonstrate CPR in a kneeling position. It would also be appreciated if lipstick is not worn for practical first aid courses as this can stain the manikins.

When completing a booking for one of our courses, whether by email, in writing or over the phone, you are agreeing to our terms and conditions.