

Terms and Conditions

First Alert aim to deliver first aid and manual handling courses to the highest standards possible. To ensure all candidates needs and requirements are met please advise us in advance of any individual needs so that the candidate may participate fully in the training course. Your candidate may wish to speak to the appropriate trainer before the course commences.

Please note that a charge for costs incurred for specialist equipment or personnel such as signers / translators will be made.

BOOKINGS

Telephone bookings will be accepted, but must be confirmed within 7 days using the first alert booking notification form.

The acceptance quotation is valid for a maximum of 30 days

CANCELLATION

Cancellation by the client of any work agreed will be charged at the following rate

14 days prior to the course 25% of the course fee

7 days prior to the course 50% of the course fee

Less than 7 days prior to the course 100% of the course fee

PAYMENT

Unless otherwise agreed, Payment in full is due 7 days before the date of course.

We reserve the right to charge interest on overdue accounts at the rate of 3% per month.

No certificates will be issued until payment is made in full.

All our prices are subject to VAT at the prevailing rate. Please note we reserve the right to vary prices.

FACILITIES

For in house training, a company will be required to provide suitable facilities. Training services to be held at external premises will incur extra cost.

COURSE CANDIDATES

All candidates should be comfortably dressed and ladies are recommended to wear trousers.

The duties of a first aider can be physically and emotionally demanding, it is the employer's responsibility to ensure candidates are suitable for the course.

RE-QUALIFICATION COURSE

Candidates must be in possession of a valid first aid at work certificate; this must be produced at registration before the course begins.

FORCE MAJEURE

We will be released from all liability to the client if performance of contract is delayed or prevented by any cause whatsoever beyond our control. Notification of changes to dates or times will, when practical, be in writing.