OPEN COURSE TERMS & CONDITIONS

Warwickshire First Aid Training Ltd

Last updated: November 2026

These Terms and Conditions apply to all open first aid training courses booked with Warwickshire First Aid Training Ltd at our training venues in Rugby, Warwickshire.

By making a booking, you agree to these Terms and Conditions, subject to your statutory rights.

1. Bookings

1.1 All bookings are subject to availability.

1.2 A booking is confirmed once payment has been received, or an agreed account arrangement has been accepted by Warwickshire First Aid Training Ltd.

1.3 The person making the booking is responsible for ensuring that all delegate information supplied is accurate.

1.4 Bookings may be made by individuals, employers or organisations.

1.5 Course dates, times, locations and fees will be displayed on our website or confirmed during the booking process.

2. Course fees and payment

2.1 All course fees are payable in pounds sterling (£).

2.2 Full payment is required at the time of booking unless the customer has an agreed account arrangement with us.

2.3 We accept:

- Debit and credit card payments through our online booking system.
- Bank transfer (BACS), where agreed.

2.4 All course prices are subject to VAT at the applicable rate.

2.5 Where an employer or organisation makes a booking on behalf of a delegate, the organisation is responsible for payment unless otherwise agreed in writing.

3. Course attendance

3.1 Delegates must arrive on time and attend the full course.

3.2 Delegates who arrive late, leave early or miss part of the course may be

unable to complete the required training or assessment.

3.3 We cannot guarantee certification for delegates who fail to attend the full course or meet the relevant assessment requirements.

3.4 Any additional training or reassessment required may incur further charges.

3.5 Delegates must follow the reasonable instructions of the course trainer throughout the training.

3.6 We reserve the right to remove a delegate whose behaviour is disruptive, unsafe or prevents the effective delivery of the course. No automatic refund will be due in such circumstances, subject to applicable law.

4. Cancellations by the customer

4.1 All cancellation requests must be submitted in writing by the person who made the booking.

4.2 Cancellation requests should be emailed to:

director@warwickshirefirstaid.co.uk

4.3 Our standard open-course cancellation and refund policy is:

Notice before course date	Refund
22 days or more	100%
15–21 days	75%
7–14 days	50%
Fewer than 7 days	No refund

4.4 Refunds will normally be made using the original payment method.

4.5 Our standard cancellation policy does not remove or restrict any statutory cancellation or refund rights that may apply.

4.6 Where a booking is made online by a consumer, applicable statutory cancellation rights will take precedence over this standard cancellation policy.

5. Course transfers

5.1 Customers may request one free transfer to a later available course date.

5.2 Transfer requests must be received more than seven days before the original course date.

5.3 Requests received within seven days of the course will be considered at the discretion of the Managing Director. Approval is not guaranteed.

5.4 All transfers are subject to availability.

5.5 Where a transfer is approved, the original booking will be moved to the agreed alternative date.

5.6 Further transfer requests will be considered at the discretion of the Managing Director and may incur an additional charge.

6. Non-attendance

6.1 Delegates who fail to attend a booked course without providing prior notice will not be entitled to an automatic refund or course transfer.

6.2 Exceptional circumstances will be considered at the discretion of the Managing Director, subject to applicable statutory rights.

7. Cancellations or changes by Warwickshire First Aid Training Ltd

7.1 We reserve the right to cancel, postpone or change a course where circumstances make this necessary.

7.2 We will make every reasonable effort to provide as much notice as possible.

7.3 If we cancel a course, we will normally offer:

- A free transfer to the next mutually convenient course date; and
- A 10% discount on the course fee.

7.4 If you do not wish to accept an alternative date, you will be entitled to an appropriate refund in accordance with applicable law.

7.5 We cannot accept responsibility for additional expenses incurred by delegates, such as travel or accommodation costs, except where liability cannot legally be excluded.

8. Certification

8.1 Certificates are issued subject to successful completion of the course and the relevant assessment requirements.

8.2 Delegate details must be accurate and complete to enable certification.

8.3 We cannot issue certificates to delegates who have not met the required course attendance or assessment standards.

8.4 Where replacement certificates or amendments are requested, additional charges may apply.

9. Training standards

9.1 We aim to deliver training in accordance with the relevant awarding organisation requirements and applicable first aid guidance.

9.2 Training is delivered by suitably qualified trainers using reasonable skill and

care.

9.3 We make reasonable efforts to ensure that course materials and information are accurate and up to date.

9.4 First aid training is educational and does not replace professional medical advice, diagnosis or treatment.

10. Liability

10.1 Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so.

10.2 We will not be liable for losses arising from circumstances outside our reasonable control.

10.3 Subject to applicable law, we will not be responsible for indirect or consequential losses.

10.4 Nothing in these Terms and Conditions limits our liability for death or personal injury caused by negligence, fraud or any other liability that cannot legally be excluded.

11. Data protection

11.1 We collect and process personal information to manage bookings, deliver training, arrange certification and communicate with customers.

11.2 Personal information will be handled in accordance with applicable UK data protection legislation.

11.3 We will not sell personal information to third parties.

11.4 Further information is available in our website Privacy Policy.

12. Complaints

12.1 We aim to provide a professional and high-quality training service.

12.2 If you are unhappy with any aspect of your booking or training, please contact us at:

director@warwickshirefirstaid.co.uk

12.3 We will investigate complaints and aim to resolve them as promptly as reasonably possible.

13. Governing law

13.1 These Terms and Conditions are governed by the laws of England and Wales.

13.2 Any disputes will be dealt with by the courts of England and Wales, subject to applicable consumer rights and protections.

Warwickshire First Aid Training Ltd

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Email: director@warwickshirefirstaid.co.uk

Website: www.warwickshirefirstaid.co.uk

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