

STANDARD TERMS AND CONDITIONS
FOR SUPPLY OF SERVICES

OF

Warwickshire First Aid Training Ltd

1 DEFINITIONS

In this document, the following words shall have the following meanings:

- 1.1 "Agreement" means these Terms and Conditions together with the terms of any applicable Service Specification;
- 1.2 "Customer" means the organisation or person who purchases services from the Supplier;
- 1.3 "Intellectual Property Rights" means all patents, registered and unregistered designs, copyright, trade marks, know-how and all other forms of intellectual property wherever in the world enforceable;
- 1.4 "Service Specification" means a statement of work, quotation or other similar document describing the services to be provided by the Supplier;
- 1.5 "Supplier" means 'Warwickshire First Aid Training Ltd. 17, Carew Walk, Rugby. CV22 7JH'

2 GENERAL

- 2.1 These Terms and Conditions shall apply to all contracts for the supply of services by the Supplier to the Customer.
- 2.2 Before the commencement of the services, the Supplier shall submit to the Customer a Service Specification which shall specify the services to be performed and the fees payable. The Customer shall notify the Supplier immediately if the Customer disagrees with the Service Specification. All Service Specifications shall be subject to these Terms and Conditions.
- 2.3 The Supplier shall use all reasonable endeavours to complete the services within estimated time frames but time shall not be of the essence in the performance of any services.

3 FEES AND PAYMENT

- 3.1 All course fees are payable in British Pounds (Sterling)
 - We accept BACs payments.
 - Card payments via the invoice payment link

VAT

All prices are subject to VAT at the current rate.

- 3.2 Unless otherwise specified and stated in respect of a particular course, the following terms apply to your booking.
 - **Open courses** (Warwickshire First Aid Training venues); 100% of the course fee is payable at the time of booking. **Unless you have an account with us.**
 - **On-site (customer's site)**; We will invoice your accounts dept for payment.

3.3 The invoiced amount shall be due and payable within **14 days of the date of the invoice**. The Supplier shall be entitled to charge interest on overdue invoices from the date when payment becomes due from day to day until the date of payment at a rate of **8.25%** per annum above the base rate of the Bank of England.

4 CUSTOMER'S OBLIGATIONS

4.1 To enable the Supplier to perform its obligations under this Agreement, the Customer shall:

4.1.1 co-operate with the Supplier;

4.1.2 provide the Supplier with any information reasonably required by the Supplier;

4.2 The Customer shall be liable to compensate the Supplier for any expenses incurred by the Supplier as a result of the Customer's failure to comply with Clause 4.1.

4.3 Without prejudice to any other rights to which the Supplier may be entitled, if the Customer unlawfully terminates or cancels the services agreed to in the Service Specification, the Customer shall be required to pay to the Supplier as agreed damages and not as a penalty the full amount of any third party costs to which the Supplier has committed and in respect of cancellations on less than five working days' written notice the full amount of the services contracted for as set out in the Service Specification. The Customer agrees that this is a genuine pre-estimate of the Supplier's losses in such a case. For the avoidance of doubt, the Customer's failure to comply with any obligations under Clause 4.1 shall be deemed to be a cancellation of the services and subject to the payment of the damages set out in this Clause.

4.4 If the Customer or any third party, not being a sub-contractor of the Supplier, shall omit or commit anything which prevents or delays the Supplier from undertaking or complying with any of its obligations under this Agreement, then the Supplier shall notify the Customer as soon as possible and:

4.4.1 The Supplier shall have no liability in respect of any delay to the completion of any project;

4.4.2 If applicable, the timetable for the project will be modified accordingly.

4.4.3 The Supplier shall notify the Customer at the same time if it intends to make any claim for additional costs.

5 ALTERATIONS TO THE SERVICE SPECIFICATION

5.1 The parties may at any time mutually agree upon and execute new Service Specifications. Any alterations to the scope of services to be provided under this Agreement shall be set out in the Service Specification, which shall reflect the changed services, fees, and any other terms agreed between the parties.

5.2 The Customer may at any time request alterations to the Service Specification by notice in writing to the Supplier. On receipt of the request for alterations, the Supplier shall, within 5 working days or such other period as may be agreed between the parties, advise the Customer by notice in writing of the effect of such alterations, if any, on the fees and any other terms already agreed between the parties.

5.3 Where the Supplier gives written notice to the Customer agreeing to perform any alterations on terms different to those already agreed between the parties, the Customer shall, within 5 working days of receipt of such notice or such other period as may be agreed between the parties, advise the Supplier by notice in writing whether or not it wishes the alterations to proceed.

5.4 Where the Supplier gives written notice to the Customer agreeing to perform alterations on terms different to those already agreed between the parties, and the Customer confirms in writing that it wishes the alterations to proceed on those terms, the Service Specification shall be amended to reflect such alterations. Thereafter, the Supplier shall perform this Agreement upon the basis of such amended terms.

6 WARRANTY

6.1 The Supplier warrants that the services performed under this Agreement shall be performed using reasonable skill and care, and of a quality conforming to generally accepted industry standards and practices.

6.2 Without prejudice to Clause 6.1, and except as expressly stated in this Agreement, all warranties, whether express or implied, by operation of law or otherwise, are hereby excluded in relation to the services to be provided by the Supplier.

7 INDEMNIFICATION

The Customer shall indemnify the Supplier against all claims, costs and expenses which the Supplier may incur and which arise, directly or indirectly, from the Customer's breach of any of its obligations under this Agreement, including any claims brought against the Supplier alleging that any services provided by the Supplier in accordance with the Service Specification infringes a patent, copyright or trade secret or other similar right of a third party.

8 LIMITATION OF LIABILITY

8.1 Except in respect of death or personal injury due to negligence for which no limit applies, the entire liability of the Supplier to the Customer in respect of any claim whatsoever or breach of this Agreement, whether or not arising out of negligence, shall be limited to the fees paid by the Customer to which the claim relates.

8.2 In no event shall the Supplier be liable to the Customer for any loss of business, loss of opportunity or loss of profits or for any other indirect or consequential loss or damage whatsoever. This shall apply even where such a loss was reasonably foreseeable or the Supplier had been made aware of the possibility of the Customer incurring such a loss.

8.3 Nothing in these Terms and Conditions shall exclude or limit the Supplier's liability for death or personal injury resulting from the Supplier's negligence or that of its employees, agents or sub-contractors.

9 CANCELLATIONS (On Customer's Site)

9.1 All cancellations must be notified in writing to our office address (above) or by email by the person who made the booking to director@warwickshirefirstaid.co.uk

Cancellations are effective from the time we receive them in our office, during business hours.

9.2 **If the Customer cancels the course(s), the following charges are payable:**

- Between 21 and 28 days before the course commences, a £50 + VAT course cancellation fee will be payable.
- Between 14 and 21 days before the course commences, 50% of the proposed course fee is payable.
- Less than 14 days before the course commences, the 100% course fee is payable.

The date the supplier receives the letter or email will be the date of the customer's cancellation request.

The fee specified above has no exceptions, and action will be taken to collect any payments due to the Supplier for late cancellation.

9.3. CANCELLATIONS (Open Courses)

9.4. All cancellations must be notified in writing to our office address (above) or by email by the person who made the booking to director@warwickshirefirstaid.co.uk

Cancellations are effective from the time we receive them in our office, during business hours.

If the Customer cancels the open course(s), the following charges are payable:

- Between 21 and 28 days before the course commences, a FULL REFUND, less any card charges if paid by card.
- Between 14 and 21 days before the course commences, a 75% REFUND, less any card charges if paid by card.
- Between 7 and 13 days before the course commences, a 50% REFUND, less any card charges if paid by card.
- Less than 7 days, NO REFUND.

10. CANCELLATIONS BY SUPPLIER

10.1 Supplier reserves the right to cancel a course. Every effort will be made to give the Customer as much notice as possible. In the event of a cancellation by the Supplier, a FREE transfer to the next mutually convenient date and a 10% discount on the course fee will be applied, unless the Customer making the booking states otherwise.

11. COURSE TRANSFERS

11.1 Customer making the (on customer's site) booking may transfer to another date up to 4 weeks (28 days) prior to the commencement of the course.
Less than 4 weeks (27 days or less) in advance without a good reason, then an **administration fee of £50 + VAT** is applicable. **This may be waived at the director's discretion.**

11.2 **Open courses (delivered at Warwickshire First Aid Training venues)** The course booker may request to transfer to a later course ONCE if more than 7 days before commencement of the course.
Under 7 days will be at the Director's discretion.

12 LIABILITY

- 12.1 All training and advice given by the Supplier is done following guidelines laid down by and provided by appropriate councils (i.e. Health & Safety Executive, UK Resuscitation Council, Department of Education). Information given by the Supplier is to the best of their knowledge up to date and evidence based, the Supplier cannot accept any responsibility for any misinterpretation of the advice given. The information provided either on this website 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 healthcare professional. The supplier is not responsible or liable for any diagnosis made or actions taken by a user on this information.

13 FORCE MAJEURE

Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, strikes, lock outs, accidents, war, fire, the act or omission of government, highway authorities or any telecommunications carrier, operator or administration or other competent authority, or the delay or failure in manufacture, production, or supply by third parties of equipment or services, and the party shall be entitled to a reasonable extension of its obligations after notifying the other party of the nature and extent of such events.

14 INDEPENDENT CONTRACTORS

The Supplier and the Customer are contractors independent of each other, and neither has the authority to bind the other to any third party or act in any way as the representative of the other, unless otherwise expressly agreed to in writing by both parties. The Supplier may, in addition to its own employees, engage sub-contractors to provide all or part of the services being provided to the Customer, and such engagement shall not relieve the Supplier of its obligations under this Agreement.

15 ASSIGNMENT

The Customer shall not be entitled to assign its rights or obligations, or to delegate its duties, under this Agreement without the prior written consent of the Supplier.

15 SEVERABILITY

Suppose any provision of this Agreement is held invalid, illegal or unenforceable for any reason by any Court of competent jurisdiction. In that case, such provision shall be severed and the remainder of the provisions herein shall continue in full force and effect as if this Agreement had been agreed with the invalid, illegal or unenforceable provision eliminated.

16 WAIVER

The failure by either party to enforce at any time or for any period any one or more of the Terms and Conditions herein shall not be a waiver of them or of the right at any time subsequently to enforce all Terms and Conditions of this Agreement.

17 ENTIRE AGREEMENT

This Agreement contains the entire agreement between the parties relating to the subject matter and supersedes any previous agreements, arrangements, undertakings or proposals, oral or written. Unless expressly provided elsewhere in this Agreement, this Agreement may be varied only by a document signed by both parties.

18 NO THIRD PARTIES

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

19 GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the law of **England** and the parties hereby submit to the exclusive jurisdiction of the **English** courts.

20 DATA PROTECTION

The Supplier is registered with the ICO (Information Commissioner's Office). The Supplier's registration number is **ZA204737**. All data is protected and will not be shared. On 25th May 2018, this will be superseded by GDPR and will be amended accordingly.

Updated on 28th November 2025

By Martyn Coton (Managing Director).

