

## Terms and Conditions

### Course Duration

The student(s) must be present for the entire course in order to gain certification. Any attendance problems should be discussed with the trainer in charge at the time.

### Student Fitness

The student(s) must be capable of carrying out practical sessions that will include Cardio Pulmonary Resuscitation (CPR) and the Recovery Position. The student(s) must be able to achieve this in order to gain certification.

Any physical disability/illness that may hinder physical participation on the course should be discussed with Training Southwest PRIOR to course commencement.

### Training Facilities

We are more than happy to deliver training on a customer site. The facilities, however, must include the following:

- A room that is large enough to accommodate the number of students with space for practical training.
- Good lighting
- Adequate ventilation and heating/air conditioning
- Seating and writing surfaces for all students

If there are any doubts about suitability, Training Southwest would be happy to consult or visit the clients' premises to discuss requirements. Ultimately, the final decision rests with Training Southwest. If the premises are deemed not suitable, we will do our very best to find a training location locally. Costs for this will be invoiced to the client.

### Bookings

Course bookings and enquires can be made via phone or email. We will respond to your bookings as a matter of priority. Bookings will always be confirmed in writing prior to course commencement.

### Cancellation

Course cancellation should be made in writing by the client and will carry charges.

They are as follows:

- |                      |                           |
|----------------------|---------------------------|
| - 21 days or more    | No Charge / Full Refund   |
| - 14 – 20 days       | 25% of total cost         |
| - 7 – 13 days        | 50% of total cost         |
| - Less than 7 days   | 75% of total cost         |
| - Less than 48 hours | Full Payment must be made |

Training Southwest may cancel a course up to 72 hours prior to course commencement. You will be notified at our earliest opportunity by telephone with written confirmation following. You will be refunded any monies paid or transferred to another course at your choice.

### **Payment Terms**

Payment must be made within 30 days of the invoice date for exclusive course bookings.

Overdue payment will carry a 15% (of invoice total) cancellation fee.

Payment for individual course places must be made in full prior to course commencement.

We accept cash, cheque, or electronic bank transfer as means of payment.

### **Student Substitution**

Student substitution is acceptable but Training Southwest should be notified prior to course commencement. If a client has booked an exclusive course, up to 12 persons may attend. If numbers increase/decrease from the original booking, please inform Training Southwest prior to course commencement.

### **Certification**

It is the responsibility of each individual to sign the attendance record correctly. Certificates will be issued based on the information and spelling given. Duplicates will be issued with an administration charge of £5 +vat per certificate. Students that have failed to complete the attendance record will not receive certification.

### **Complaints**

Complaints should be taken up with the trainer at the time of the event. If, however, you are not satisfied with the result, a written complaint must be made within 14 days and should be addressed to:

Mr C. Parsons  
Training Southwest  
72 Moor Park  
Clevedon  
N.Somerset  
BS21 6TA

You will be contacted within 2 working days to discuss the complaint.