

Terms & Conditions

Candidate Fitness - There are a number of practical sessions on all courses, these will include CPR – Cardio Pulmonary Resuscitation and the placement of casualties into the Recovery Position. Candidates must be able to achieve these practical skills to be awarded certification.

Any physical disability or illness that may hinder participation on the course should be highlighted prior to commencement of the course.

Course Duration - Candidates must attend the entire course in order to gain their certification.

Bookings - Bookings will always be confirmed by email prior to course commencement.

Payment Terms - Certificates cannot be released until full payment is received. Payment by Bacs is preferred.

Cancellation - The charges will be as follows:

- | | |
|---------------------|-------------------|
| • 21 days or more | Full refund |
| • 10 - 21 days | 50% of total cost |
| • Less than 10 days | No Refund |

In the unlikely event of **Reflex First Aid Training Ltd** having to cancel a course, they will do so initially by telephone this will be followed up in writing up to 72 hours prior to course commencement.

We will either refund any monies paid or candidates will be transferred to another course of their choice.

Candidate Substitution - **Reflex First Aid Training Ltd** will accept short notice candidate substitutions.

Certification - All candidates are required to print and sign their names on the course attendance sheet, certificates will be issued based on this information and spelling given. If a duplicate or replacement is required, there will be an administration charge of £10.00 per certificate.