

# Terms and conditions

## Training course bookings

St John  
Ambulance



### 1. Course bookings

Bookings may be made by email, via the St John Ambulance website, or by fax, letter or telephone. Telephone bookings must be confirmed in writing on request. Please quote purchase order numbers where applicable.

### 2. Payment

#### a. Non-credit account customers:

- If you place a booking within 31 days of the start date of the course, you will be required to pay at the time of booking
- If your booking is made more than 31 days before the course starts, you should pay in full within 14 days of booking, **or** no later than 31 days prior to the course start date, **whichever is the sooner**. If payment is not received by the due date, the booking will be cancelled automatically and the course place will be made available to other students.

#### b. Credit account customers

- Our standard credit terms for account customers are 30 days from date of invoice. Please contact your local office if you wish to set up a credit account with us.

### 3. Transfers

Should circumstances mean that you need to transfer to another St John Ambulance course, then the following charges will apply, dependent on notice given:

- More than four weeks prior to course start date - first transfer no charge
- two-four weeks notice given - 25% of course fee
- Less than two weeks notice given - 50% of course fee.

NB Free transfer applies to the first transfer only. Subsequent transfers incur a minimum charge 25% of the course fee, rising to 50%, dependant on notice as shown above. All transfers must be taken within a period of six months from the original course date.

### 4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, then the following charges will apply:

- More than four weeks prior to course - no charge
- two-four weeks prior to course - 50% of total course fee
- Less than two weeks prior to course - full fee.

NB Cancellation or transfer must be made in writing, and received by St John Ambulance by the due date.

### 5. Non-attendance

If you do not attend a course, and have not previously informed us, the full course fee remains payable.

### 6. Late arrivals/missed sessions

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive requirements for statutory certificates, attendance at all sessions is mandatory.

### 7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

### 8. Re-qualification courses

To be eligible to attend an HSE two day re-qualification course, students must present a valid First aid at work certificate issued by an HSE-approved provider which is 'in date' on the last day of the re-qualification course. (In date means the period within three months prior to the original certificate expiry date. The HSE allow a maximum of 28 days from the expiry date of the certificate to complete re-qualification training and assessment).

### 9. VAT

All course fees are subject to the current rate of VAT (valid exemptions apply).

### 10. Distance Selling Regulations 2000

We abide by the applicable elements of the [Distance Selling Regulations 2000](#).

### 11. Guidelines for students and employers

It is the employer's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.