

# A summary of our terms and conditions relating to all commercial training

For full terms and conditions, please visit [sja.org.uk/trainingterms](http://sja.org.uk/trainingterms)

Please note that if your company has a National Account contract, alternative terms and conditions may apply.

## 1. Payment terms

Our standard payment terms is that payment is taken at booking unless otherwise stated. If payment by invoice has been previously agreed, the payment needs to be made 30 days from the date of invoice or prior to the course start date, whichever is sooner.

## 2. Credit terms

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. Course bookings

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

## 4. Transfers

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

- First transfer, made more than four weeks prior to the course start date – no charge
- Two to four weeks notice given – 25% of the course fee
- Less than two weeks notice given – 50% of the course fee.

All transfers must be taken within a period of six months from the original course date.

## 5. 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, the following charges will apply:

- More than four weeks prior to the course start date – no charge
- Two to four weeks prior to the course – 50% of the course fee
- Less than two weeks prior to the course – full fee.

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

## 6. Non-attendance

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

## 7. 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 & Safety Executive (HSE) requirements for statutory certificates, attendance at all sessions is mandatory.

## 8. 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.

## 9. Requalification courses

To be eligible to attend an HSE two-day Requalification course, students must present a valid First aid at work certificate.

## 10. VAT

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

## 11. Distance Selling Regulations 2000

We abide by the applicable elements of the Distance Selling Regulations 2000.

## 12. 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.

St John Ambulance would welcome in advance, for setup purposes, notification of any assistance that a student is likely to need during the running of the course.

If it is felt that the student doesn't meet the learning outcomes of the course and or assessment process and is referred, they will be offered a free reassessment. Any further training or coaching over and above that provided on the course may be charged for.

## 13. Fair processing

All information that we hold concerning you will be held and processed by St John Ambulance strictly in accordance with the provisions of the Data Protection Act 1998.

Such data will be used by the organisation to administer our relationship with you as a customer on the *Professional drivers first aid* course or the *Emergency first aid at work* (JAUPT) course. We reserve the right to share information with the Joint Approvals Unit for Periodic Training (JAUPT) and the Driving Standards Agency (DSA). We will not, without your consent, supply your name and addresses to any [other] third parties except where (1) such transfer is a necessary part of the activities that we undertake, or (2) we are required to do so by operation of law.

As an individual, you have a right under the Data Protection Act 1998 to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning this right, please contact our Data Protection Officer at St John's Gate, Clerkenwell London EC1M 4DA.