

Course Booking Terms and Conditions



May 2018

Review Date: May 2021

Course Booking Terms and Conditions

Introduction

1. in at the deep end Ltd as a company includes the Training Wave brand. Therefore, throughout all of our policies where we refer to in at the deep end it also applies to any bookings or courses undertaken within the Training Wave brand.
2. By continuing with bookings it is assumed you agree with the T&Cs set out below.
3. This document should be read in conjunction with our other policies and procedures – copies of which are all available on our website (e.g. Complaints, Appeals etc.)

Payment

4. Payment for courses should be made as follows:
 - a. Within 30 days of invoice
 - b. A minimum of 10 working days prior to any course
 - c. Immediately upon receipt of invoice for courses within 10 working days
5. No certification will be released until full payment has been received for courses.

4.

5. Cancellations or Amendments

6. in at the deep end reserves the right to alter course dates should it be necessary due to illness or other unforeseeable reasons. Where this happens we will endeavour to give as much notice as possible.
7. Should you wish to cancel or amend course booking dates the following will apply. All refunds or amendments exclude a £20 administrative fee per additional invoice generated:

Notice Period (calendar days)	Cancellation Refund	Amendment Fee	
		Per Full Day	Per Half Day or Less
More than 14 days	100%	£0	£0
Between 7 and 14 days	50%	£75	£50
Less than 7 days	No refund	£150	£80

8. On occasions in at the deep end may split invoices between the varying attending organisations when requested by the organiser. Where this is the case the course cost is based upon all organisations attending.
 - a. As the course cost is based upon all organisations attending should one organisation decide to not attend the cost per organisation may have to be revised.
 - b. Requests for amendments of course dates or times in these cases will only be accepted from the original booking organisation.
9. Once training has commenced it is not usually possible to amend training dates or

- times, however, we will always endeavour to work with clients to meet their needs should the unexpected occur based upon a standard £150 per additional full days training required or £80 for half a day or part thereof.
10. Courses are usually charged in blocks of candidates (e.g. 1 – 6 candidates or 7 – 12 candidates).
 - a. No refunds will be offered should candidates not all turn up which takes you in to a lower cost bracket.
 - b. Should more candidates than expected arrive then the trainer reserves the right to turn away additional candidates unless written agreement is received that any additional fees will be paid.
 - c. Should additional candidates and fees be agreed no certification will be released until this new invoice is paid in full.

Candidate Responsibilities

11. Attendance on any course (with the exclusion of those that award a Certificate of Attendance) does not automatically result in certification.
12. All candidates on courses must bring with them photographic ID as proof of identity. This is a requirement of our Awarding Bodies. Without this candidates will not be able to complete the qualification.
13. While all courses are intended to be open and inclusive in order to conform with on first aid courses and Awarding Body requirements candidates must be able to perform all physical activities as requested by the trainer. This may include, but is not limited to:
 - a. Performing CPR for a minimum of 2 minutes on the floor
 - b. Being able to put a casualty into the recovery position
 - c. Any other course specific requirements (e.g. swimming requirements for NPLQ courses which is detailed on booking paperwork).Should a candidate not be able to undertake the practical elements of a course they will be unable to pass the qualification and a certificate of attendance will be offered in its place.
14. It is the employer's responsibility to ensure that candidates are free from any condition which would affect their capability, and that they have the aptitude to cope with an intensive course of study.
 - a. Further advice on access arrangements and special needs can be given by contacting us.
15. Should candidates arrive late for any 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 or they will not meet required teaching contact hours. In all such cases, the full course fee remains payable.
16. Any Course Trainer has the right, in extreme circumstances, to ask a candidate to leave

the course if dangerous or offensive behaviour is displayed. In such cases no refund will be offered.

17. in at the deep end aim to provide high quality, affordable and practical training. Should any candidate or employer have questions or concerns about any course they are encouraged to speak to the course Trainer in the first instance.
18. It is recommended that candidates wear loose comfortable clothing while attending our courses and avoid wearing skirts or dresses due to the practical nature of some activities. We would also request that no lipstick or lip balm is worn to help avoid damage to the manikins.

Room Arrangements

19. If the course is to be held in your own premises please ensure that there is sufficient space for the lesson to be conducted, bearing in mind practical demonstration and participation is required.
20. Facilities to plug in laptops and projectors are also required as well as an area to beam presentations – which may be as simple as a white wall.
21. If you are unsure, please contact us for advice.

Liability

22. All training and advice given by In at the deep end is done by following guidelines provided by the appropriate councils. Information given by In at the deep end is to the best of our knowledge, up to date and evidence based, in at the deep end cannot accept any responsibility for misinterpretation of the advice given.
 - a. Not all organisations will be involved in all courses as some practices and techniques are course dependent
 - b. in at the deep end only sources its advice from the following organisations:
 - UK Voluntary Aid Societies First Aid Manuals (St. John Ambulance, Red Cross and St. Andrew's Ambulance)
 - Our Awarding Bodies
 - Resuscitation Council (UK)
 - Ofsted
 - The Royal Lifesaving Society
 - The Health and Safety Executive.
23. in at the deep end always advises that should any first aider be at all concerned about the health or well being of somebody within their care then they should seek medical advice.
24. 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 health professional.

in at the deep end



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25. in at the deep end is not responsible or liable for any diagnosis made or actions taken by a user based on this information.

Course Materials / Copyright

26. The cost of the session includes all materials supplied during the session. in at the deep end is the copyright owner of all course materials with the exception of materials clearly published by third parties. in at the deep end copyright materials may only be used by the person attending the course for their personal use.