

Medi Aid (UK) Ltd Terms and conditions

Your contract is made with the Medi Aid (UK) Ltd. Account holders with signed contract customers please refer to your individual contracts.

Medi Aid (UK) Ltd reserves the right to cancel or reschedule any of its courses. Where it is necessary to cancel or reschedule any courses the customer's point of contact will be informed at the first available opportunity and delegates will be rescheduled as priority to the next available course/s.

Payment: Full payment is required prior to the course date. We reserve the right to withhold certificates until full payment has been cleared. Individual consumers are required to make payment at time of booking.

Scheduled Courses

Company Cancellations: The Full course fee is charged for cancellations received 14 working days or less before the course start date. Cancellations received 28 days or less but more than 14 working days a 50% cancellation fee is charged. All cancellations must be in writing. A minimum administration fee of £20 + VAT applies.

Consumer Cancellations: If you are booking as an individual, you have 7 working days in which to cancel your booking. If your course is due to start within 7 working days of the date you made the booking, cancellation has to be received prior to the course commencement date. This does not affect your statutory rights. A minimum administration fee of £20 + VAT applies.

Transfers/ Substitutions: No charges will be applied to any transfer/substitutions. If you subsequently cancel a booking after a transfer has been made then the full cost of the course will be charged. Any request to transfer a course will need to be actioned at point of request, otherwise this is treated as a cancellation and full cancellation terms apply.

Course Prices: All our prices are subject to VAT at the prevailing rate.

In-House Company Bookings

Cancellations: The Full course fee is charged for cancellations received 14 working days or less before the course start date. Cancellations received 28 days or less but more than 14 working

days a 50% cancellation fee is charged. All cancellations must be in writing. A minimum administration fee of £20 + VAT applies.

Transfers: To alter the date(s) of an in-company booking full payment must have been received. We must receive the request at least 7 working days prior to the course start date.

No charges will be applied to any transfer request received by Medi Aid (UK) Ltd Training, provided that this is received at least 7 working days before the course start date. If a transfer is made within this period then 50% of the cost of the course will be charged. A minimum administration fee of £20 + VAT applies.

Course Prices: All our prices are subject to VAT at the prevailing rate.

Course timing and joining instructions: Good time keeping throughout the course is essential. We will issue instructions for candidates to the course booker, which includes information on the start time of the course. It is the responsibility of the booker to ensure that the candidate is fully briefed and made aware of these instructions and all course requirements, before attending the course.

It is the responsibility of the booker to make sure the joining instructions are received and passed to the candidates. Instructions will be sent via the selected method at least 14 days prior to the course start date, or if the course is confirmed and is to commence within 14 days then the joining instructions will be received within 5 working days.

If the joining instructions are not received it is the bookers responsibility to contact the sales and service team at Medi Aid (UK) Ltd (01634 540 999) to arrange for them to be resent. Failure to attend the course will result in the full cost of the course being charged.

Attendance: Candidates must attend and complete all aspects of the course to qualify for certification. The full cost of the course will be charged for candidates who arrive late or are absent from all or any part of the course, even when they are refused admittance due to lateness. In the case of illness we are able to transfer delegates on to another course provided that we receive a medical certificate if the delegate is happy to provide this. Transfer requests received less than 5 working days prior to the course date will be considered on receipt of a medical certificate, on permission of the delegate, due to illness only. If a medical certificate cannot be supplied, we will accept confirmation from the company HR Department that the delegate was unable to attend the session due to illness and they have had sight of a sick note to that effect.

Meeting the needs of the candidates - Medi Aid (UK) Ltd has an Equal Opportunities

Policy. To enable us to ensure that all candidates are treated fairly and their requirements are fully met, you must advise us in advance of any needs that your candidates have to enable them to participate fully in the training. Please note that there may be a charge for any additional costs incurred for specialist equipment and/or personnel such as signers or translators.

Candidate Selection: It is the responsibility of the employer to select suitable persons to become first aiders in the workplace. This will depend on a number of factors including an individuals:

- Reliability, disposition and communication skills.
- Aptitude and ability to cope with stressful and physically demanding emergency procedures.
- Normal duties. These should be such that individuals can be made available immediately and rapidly to attend to an emergency.

Candidates unable to meet the above requirements or failing to meet the pre-set assessment criteria for the course, will not be awarded a certificate, and will therefore be unable to act as first aiders within the workplace.

Re-certification: It is the employer's responsibility to ensure that all delegates attending a first aid at work requalification course hold proof of a current (in date) first aid at work certificate which is valid for the duration of the requalification course being attended. Candidates whose certificate lapses before or during training will not be accepted onto the course. In this instance the full course fee for the candidate will still be charged. It is the responsibility of the employer to provide a copy of the certificate before a new certificate can be issued.

Limitation of liability: Except in respect of death or personal injury caused by the negligence of Medi Aid (UK) Ltd, we shall not be liable by reason of any representation (unless fraudulent) or implied warranty condition or other term, or any duty at common law or under the express terms of this agreement, for any loss of profit or any indirect special or consequential loss, cost expenses or other claims for compensation. The entire liability of Medi Aid (UK) Ltd Training to you under or in connection with this agreement and the provision of the first aid training shall not exceed the sum of twice the contract value.

Data Protection Act 1998

Personal data collected will be used for the purpose of delegate and course administration as required by Medi Aid (UK) Ltd. No information will be passed to any third party unless we are required to do so by law.

The information may also be used for marketing purposes and you could be contacted by letter, fax, telephone or e-mail with details of future events and courses organised or promoted by Medi Aid (UK) Ltd Training which may be of interest to you.

Medi Aid (UK) Ltd proactively manages all marketing communications to enable delegates and organisations to opt out from further communication at any time. Medi Aid (UK) Ltd will not contact any delegate or organisation that have previously unsubscribed from email or newsletters. As many people have a concern about information being passed to third parties Medi Aid (UK) Ltd will not supply contact details supplied to Medi Aid (UK) Ltd to third parties.

Our server does not use cookies, no personal information is stored.

Security

We are using Paypal for credit card payments. Paypal protects your credit card transaction information by means of a Secure Socket Layer (SSL) encryption technology. This means when making a purchase, your transaction information will be encrypted by the Paypal's secure server ensuring that you cannot inadvertently place an order through an unsecured connection and that transaction information cannot be read by any unauthorized party.

We will not be storing credit or debit card details on our website or in a retrievable system either electronically or via paper. Once booking requests are processed paper (fax or email payments request) records will be deleted / shredded.

By using Paypal you are not transmitting any financial information to us. Your financial information remains securely stored (if you are subscribed as a Paypal user – this is optional) at Paypal.

Questions or concerns regarding privacy and security issues on our web site may be sent to:
info@mediaid.co.uk