

## Medi Aid (UK) Ltd Terms and conditions

**Your contract is made with the Medi Aid (UK) Ltd. Account holders with a signed contract 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. If any invoiced amount is not received by the company, by 28 days from the invoice date, then without limiting company's rights, the following will be applicable.

Those charges may accrue late interest @ 8% of the outstanding balance per week, or the maximum rate permitted by the law, whichever is lower.

A debt recovery charge of £40 plus any court costs will be made in addition to the original debt, to recover the outstanding monies.

### Scheduled Courses

**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.

Failure to attend the course will result in the full cost of the course being charged.

**Transfers:** If you wish to transfer a person or people on to another course then the charges above apply. 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 in writing (including email), otherwise this is treated as a cancellation and full cancellation terms apply.

**Substitutions:** No charges will be applied to any substitutions of people on to a booked course. If you subsequently cancel a booking then the full cost of the course will be charged.

**Refunds:** Most refunds are issued on the payment method used at the time of purchase. Refunds are subject to the clauses above.

**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.

Failure to attend the course will result in the full cost of the course being charged.

**Transfers:** To alter the date(s) of an in-company booking full payment must have been received. We must receive the written request at least 7 working days prior to the course start date. No charges will be applied to any transfer request received in writing by Medi Aid (UK) Ltd, 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.

**Refunds:** Most refunds are issued on the payment method used at the time of purchase. Refunds are subject to the clauses above. A credit can be placed on an account (if held) if agreed.

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

## All Bookings

**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 on scheduled courses 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 booker's responsibility to contact the sales and service team at Medi Aid (UK) Ltd (01634 540 999) to arrange for them to be resent. It is the booker and candidates' responsibility to ensure they are attending the correct course. 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.

**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 individual's:

- 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 previous first aid at work course or requalification. Candidates who cannot provide this proof 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. If the first-aider does not retrain or requalify before the expiry date on their current certificate they can requalify at any time after the expiry date by undertaking the two-day requalification course if the employer feels they have retained sufficient knowledge to undertake the requalification. However, it may be prudent to complete the three-day FAW course, especially where a considerable period – ie in excess of one month – has elapsed since the FAW certificate expired. It is for the employer to decide the most appropriate training course to requalify the first-aider. An EFAW requalification course should be of the same duration and content as the initial EFAW course.

**Employers need to arrange retraining before certificates expire. If the first-aider does not retrain or requalify before the expiry date on their current certificate they are no longer considered competent to act as a first-aider in the workplace.**

**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 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 & Privacy**

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 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 supply contact details supplied to Medi Aid (UK) Ltd to third parties for marketing purposes.

Please see our privacy policy.

## **Cookies**

Information on you may be collected through the use of cookies, when you use our websites. A cookie is a small unique text file placed on your device when you visit a website which enables the website to identify your device whenever you visit that website. Cookies cannot be used to run programs or deliver viruses to your device. Cookies can only be read by a web server from the same domain (e.g. [www.everythingeverywhere.com](http://www.everythingeverywhere.com)) that saved the cookie on your device. For more information on cookies in general, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

We use cookies to collect information from visitors and registered customers to our websites to help us improve the websites and services that we make available. Most web browsers automatically accept cookies, but you can usually modify your browser settings to refuse cookies if you prefer. Most browsers are set by default to accept cookies automatically, but usually you can alter the settings of your browser to prevent automatic acceptance and prompt you every time a cookie is sent to your device or to allow you to choose not to receive cookies at all. If you wish to block cookies from your browser software, please check the browser help menu for relevant instructions. Unfortunately, if you choose to decline cookies, some of the interactive features and some functionality of our websites may not be available to you. We advise regular users of our websites to accept cookies from us. For more information please see our cookies policy.

## **Security**

We use secure payment platforms for credit card payments. These secure payment platforms protect 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 secure server ensuring that you cannot inadvertently place an order through an unsecured connection and that transaction information cannot be read by any unauthorised 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 secure payment platforms 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](mailto:info@mediaid.co.uk)

Use of our sites are subject to our policies and statements which can be seen in the policies area on our website.