

Cascade First Aid Ltd

Booking Terms and Conditions

Title	Booking Terms and Conditions
Document ID	CFA-201
This Version	1.0
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Position	Director
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Approval Date	31 August 2020
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1. Document Control and Version History

Version Number	Reason for Change	Date
1.0	Initial Release	31 st August 2020

2. Definitions

Item	Definition
Cascade	Cascade First Aid Ltd
Booking	The act of Booking one or more individual places on a course and/or the act of Booking a course for a group of people
Group Booking	A Booking of a Private course for 1 or more students by an individual or organization.
Individual Booking	A Booking by an individual or Organisation of one or more places on either <ol style="list-style-type: none">1. A Public course run by Cascade or its Associates or2. A Private course where the Client that originally Booked the Private course has allowed spare spaces to be advertised externally.

1. Terms and Conditions of Cascade First Aid Ltd.

- 1.1. If you have any questions or require clarification about any aspects or points within our Terms and Conditions, please contact us at info@CascadeFirstAid.co.uk to discuss before you book.

2. Definitions

- 2.1. We / Us / Our / Cascade / Cascade First Aid shall mean Cascade First Aid Ltd, a Private Limited Company, Registered in England with Registration number 12830563.
- 2.2. You / Your means the individual / company / organisation making / paying for the booking or making the enquiry.

3. Booking

- 3.1. Any Booking that You make is provisional and is only confirmed when an invoice for that Booking has been issued by Us and You have paid that invoice in full.
- 3.2. If You do not pay that invoice in a timely manner after one or more reminders then We reserve the Right to cancel your provisional Booking and make the place or places available to be rebooked.
- 3.3. The invoice and booking confirmation letter from Us to You form the contract of agreement between Us and You in relation to the Booking.
- 3.4. Certificates and relevant registration will not be issued and/or completed until full payment is received and cleared, and will be issued only to those candidates who have completed and passed the course as determined by our assessment criteria.

4. Fees and Invoices:

- 4.1. Invoices/booking letter will only be issued by Us via email and only after course details have been confirmed with the client/individual.
- 4.2. If all the details of the course (such as venue/participant numbers etc) have not been confirmed at point of issuing the booking letter and/or invoice it does not in any way change or mitigate any section of this Terms and Conditions documents
- 4.3. An electronic receipt of the sent invoice will be kept by Us
- 4.4. Invoices are due upon receipt to secure the Booking and to avoid administration charge for late payment.
- 4.5. Payments still outstanding after 30 days may incur an interest charge in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

- 4.6. Any charges incurred by us due to funds not clearing will be charged to you in addition to a £10.00 administration fee.
- 4.7. We are not VAT Registered, so VAT will not be charged
- 4.8. Prices on the website may change without notice. Existing quotations will remain valid for the duration given in the quotation.

5. Cancellation, Rescheduling and Course Transfer:

- 5.1. In the event of a course being cancelled by Us, We will make reasonable effort to transfer you to an alternative course being held with Us or with another provider. If there is no suitable alternative available We will issue you with a full refund of any cleared monies paid to Us. We are not liable for any other losses or expenses incurred by You.
- 5.2. If the course has to be cancelled by Us at short notice due to unforeseen circumstances, We will attempt to make contact with You via email or telephone using the contact details provided by You at the time of Your booking.
- 5.3. In the event of cancellation by You (individual or group) or members of your group, the full course fee is payable as per issued invoice (exemptions apply as detailed below)
- 5.4. We reserve the right to charge a cancellation fee if a course is cancelled after the invoice has been issued. See Section 5.5 for cancellation fees.
- 5.5. **Cancellation by You** (applies to both Individual Bookings and Group Bookings)
 - a) Where the course or place is cancelled with a minimum of four full working weeks prior notice, no cancellation fee will be payable, and any Booking fee paid by You to Us will be refunded.
 - b) Where there is less than four weeks, but more than 10 working days' notice, 50% of the Booking fee will be payable as a Cancellation fee.
 - c) Where there is less than 10 working days' notice, 100% of the Booking fee is payable as a Cancellation fee.
- 5.6. **Rescheduling by You**
 - a) **Group Bookings:** If You need to reschedule the course and We are able to reschedule following liaison with the Trainer, then an administration charge of 50% of the Cancellation Fee (as per the schedule in section 5.5) will be applied. If You need to reschedule the course and We are unable to reschedule (for example the Trainer can no longer make the revised date) then the full cancellation fee (as per the schedule in section 5.5) shall become due.
 - b) **Individual Bookings:** If you need to reschedule your place(s) on a course and the course is not full at the time of receiving the rescheduling request, then We allow one (1) free reschedule to an identical course run by Cascade that starts within 6 months of the Booked course start date. If the Booked course is full at time of the reschedule request or this is the second (or subsequent) reschedule, it will be treated as a cancellation and the fees listed in Section 5.5 will apply.
- 5.7. In situations where there is a cancellation, removal of individual(s), group(s) and or course bookings from, or before a course by Us, including but limited to, the reasons outlined in the

- section 'responsibilities' of Our Terms and Conditions policy, will result in no refund being given.
- 5.8. All of these Terms and Conditions are also applicable to unpaid invoices that are due for payment.

6. Insurance

- 6.1. We hold professional liability, public liability and employer's liability insurance up to a sum of five million UK pounds.
- 6.2. A copy of this policy is available upon request. This will be sent by email only.
- 6.3. We cannot accept any liability whatsoever in respect of loss or damage to any person(s) or property in connection with the activities of Cascade First Aid Ltd.

7. Responsibilities

- 7.1. **We ask that you and your course participants are aware of the following:**
- 7.2. First Aid is an active, practical and interactive subject. Participants are normally expected to be physically fit and able to kneel, twist and bend over simulated casualties, to sit on the floor, perform simulated CPR, roll, help roll and help lift simulated casualties.
- 7.3. Part of your course may take place outdoors. You will be expected to be responsible for your own warm and waterproof clothing. If you are inadequately equipped we reserve the right to exclude you from the outdoor session for safety reasons and therefore you will fail the course.
- 7.4. For indoor sessions please wear loose comfortable clothing, not shorts, low cut tops, miniskirts etc.
- 7.5. Please do not wear lipstick, lip-gloss or lip balms as this hinders cleaning and the hygiene of the CPR manikins.
- 7.6. Please bring any medical problems or issues that may affect your ability to complete a course to Our attention as soon as it becomes apparent, and before the course starts (e.g. recent injury, learning disability, dyslexia, etc).
- 7.7. We will make all reasonable adjustments to account for this during our courses and try to account for this prior to the course if We are aware of the difficulty.
- 7.8. We will not exclude anyone from our training but reserve the right to ensure all reasonable adjustments are in place to meet our statutory obligations.
- 7.9. If You do not disclose information about Yourself or Your group that will affect Your ability to participate in the course as soon as You are able, We reserve the right to cancel a course or Your booking.
- 7.10. You/Your group members are responsible for maintaining acceptable levels of behaviour in a safe and reasonable manner. Unacceptable behaviour may lead to offenders being asked to leave and You will be required to pay for any damage caused by Yourself to equipment or the venue.

8. Other Notes

- 8.1. Our terms and conditions may be adapted from time to time to keep up with the latest legislation, insurance requirements etc.
- 8.2. Any changes made by Us, not including compulsory changes, will not form part of the contract between Us if the change is after the date of invoice as shown on the invoice
- 8.3. The above point is to protect You from any unforeseen changes made by Us to Our Terms and Conditions.
- 8.4. We reserve all rights including, but not limited to, changes and interpretation of this policy and its contents.

END OF TERMS AND CONDITIONS