



TERMS & CONDITIONS

> **'In writing'** means: letter, fax or email. A form will be sent for completion and return.

> **'HSE'** means: Health & Safety Executive

> **Age restrictions** apply to First Aid courses in the workplace, please contact our office for further information.

1 Course bookings

Bookings can be made on-line by visiting www.stjohnambulancejersey.com, or by downloading our booking form from this website and posting, emailing or faxing it to us. If you have any queries, please contact us.

2 Payment terms

Our standard payment terms are:

2.1 Private/Individual bookings: Payment is made at the time of booking.

2.2 Corporate/Employer bookings: If payment by invoice, which has been previously agreed, this must be settled within 30 days of the date of the invoice.

2.3 Certificates cannot be issued until payment is received.

3 Cancellations

All cancellation requests must be made in writing. Should you have to cancel your course booking and are unable to transfer (see point 4), the following charges will apply:

3.1 For notification given with less than 14 days notice, the full fee remains payable. Please refer to either point 4 or 5 for other options.

3.2 For notification given with more than 14 days notice where no prior transfer has taken place, the original course fee will be refunded in full. However, if a transfer from the original course date has occurred, only the transfer fee will be refunded.

4 Transfers (only applicable to same course title and not transferrable to another candidate)

All transfer requests must be made in writing.

4.1 A transfer can be made free of charge if made with more than 14 days prior to course commencement.

4.2 If a transfer request is given with less than 14 days notice, prior to course commencement, 25% of the original course fee (no free 1st transfer) will be levied.

4.3 Circumstances such as illness, bereavement, work commitments, child care, transport issues or leaving the island are not considered for free transfers.

4.4 Transfers must be completed within three months of the current course date. At the end of the three month period, transfers and associated fees will no longer be accepted and full course fees will apply.



5 Replacements / name changes

All replacements / name changes must be made in writing. The following charges will apply if a replacement / name change occurs:

5.1 If more than 14 days notice prior to course commencement is given to replace an existing candidate on a course, this will be processed free of charge.

5.2 If less than 14 days notice prior to course commencement is given to replace an existing candidate on a course, an administration fee of £10 will be charged.

5.3 If a substitute arrives on a course instead of the originally named candidate, an administration fee of £10 will be charged.

6 Non-attendance

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

7 Late arrivals, missed or incomplete sessions

To conform with the issuing of Statutory Certificates, attendance at all sessions is mandatory. Any combination of the points below would mean that insufficient knowledge or skill will be achieved and the trainer reserves the right to terminate training. In all such cases the full course fee remains payable:

7.1 Late arrival

7.2 Missed session

7.3 Early departure

7.4 Inability to sign the Medical Declaration on arrival to a course

8 Course cancelled by St John Ambulance

On occasion, St John Ambulance may find it necessary to re-locate, re-schedule or cancel a course. In such circumstances, as much notice as possible will be given and the following options will apply:

8.1 A free transfer to another course date (in the case of re-qualifications, we will offer a new date within the validity of the certificate where available, including the 28 day extension. Should one not be available, option 8.2 will apply).

8.2 In the case of re-qualification courses, should a date within the validity of your certificate (incl 28 day extension) not be available, St John Ambulance will offer a full course date at the price of a re-qualification course instead.

8.3 A full refund of fees paid.



9 Re-qualification courses

9.1 To be eligible to attend a Re-qualification course, candidates must be in possession of a valid certificate, in the appropriate subject that they wish to be re-qualified in, issued by a HSE approved provider.

9.2 Re-qualification can only take place within three months of the expiry date of a certificate or within 28 days thereafter.

9.3 Up to three months before expiry of a candidate's certificate, St John Ambulance will make every effort to advise the candidate that a requalification course is due in the following FAWR, PAEDR and AEDR. However, it remains the responsibility of the candidate/their employer to ensure that a requalification course is booked prior to expiry of a current certificate, (see 9.2 above), otherwise a full course will need to be taken, at the candidate's/employers expense.

10 Guidelines for candidates and employers

All our courses are delivered and assessed in English, therefore, candidates need to have a good understanding of the English language. If candidates are unable to communicate verbally in English there is a likelihood that they will not reach the level of competence to pass the assessment.

If a first aid course is required in a different language (Polish or Portuguese), please contact the office to discuss further.

The duties of a first aider can be physically demanding. It is the joint responsibility of the employer and candidate to ensure that the candidate is free from any condition which would affect their capability, and that they have the aptitude to cope with an intensive course of study.

We welcome candidates with disabilities for training, but it remains theirs and their employer's responsibility to ensure that they are appropriately supported in their workplace.

Please contact our office if there is anything you would like to discuss.

Candidates must have read our full Medical Declaration prior to course commencement. This is sent with joining instructions at the time of booking. Candidates arriving on any course who are not able to sign the Medical Declaration confirming that they are fit to attend, will be unable to remain. Please see point 7 above.



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FREQUENTLY ASKED QUESTIONS

If I can no longer attend a course, can I get a refund?

- Outside of our Terms & Conditions above, unfortunately, we only offer a refund if your course is cancelled by St John Ambulance. Circumstances such as illness, bereavement, child care or transport issues, work commitments or leaving the island are not considered for refunds or free transfers.

Can I give my place to a friend / colleague?

- Please refer above to our Terms & Conditions Item 5: Replacements/name changes.

By when does my booking form need to be submitted?

- Booking forms should be received by St John prior to the start of a course, providing there is availability on the course.

When do I need to pay for my course?

- Please refer above to our Terms & Conditions Item 2.

When will I receive my certificate?

- Provided all course fees and any additional charges have been settled in full, we endeavour to issue certificates within two weeks. Please ensure that a valid email address is provided at the time of booking to enable receipt of E-Certificates.

What if my course is relocated, rescheduled or cancelled by St John Ambulance?

- We make every effort to avoid this, but occasionally it is necessary. This is why it is vitally important for us to have your current telephone numbers and e-mail address, in order that we can contact you as speedily as possible. If the change is not acceptable to you, a full refund will be issued. Cancellations made by the candidate will be subject to our normal Terms & Conditions.

Why are some courses cancelled?

- A minimum enrolment number is required to recover the full costs of providing the course. If numbers of candidates fail to reach this minimum, we reluctantly cancel the course. We contact the applicants and provide a full refund, or offer a transfer to another course, if a suitable one is available. Please refer above to our Terms & Conditions Item 8: Course cancelled by St John Ambulance.