



Please complete the booking form and return it ASAP to secure your booking to: s.burnett@maldonfirstaid.co.uk; or by post to: Maldon First Aid, First Floor, 50 High Street, Maldon, Essex, CM9 5PN. Payment details are provided below.

| Course details | |
|------------------|--|
| Course Required | |
| Dates & times | |
| Venue | |
| Number of places | |
| Cost | |
| Payment due date | |

| Contact details | |
|-------------------------------------|--|
| Booking made for (company or group) | |
| Name of person making booking | |
| Position of person making booking | |
| Address | |
| Telephone number/s | |
| email | |

| Booking confirmation |
|--|
| I (the person named above) confirm the booking details to be correct, that I have authority to make this booking and that I agree to the terms of bookings provided. |
| Date: |

| BACS payment details | |
|--|---|
| Account name | White Horse Education and Training Ltd |
| Sort code | 400917 |
| Account number | 92158744 |
| | |
| Cheque payment details | |
| Cheques payable to | White Horse Education and Training Limited |
| Post to | Maldon First Aid, First Floor, 50 High Street, Maldon, Essex, CM9 5PN |
| If you require a separate invoice in addition to the booking form, please let us know and we will provide one. | |



Terms of bookings

1. Payment terms

Payment is taken at booking unless otherwise agreed. If payment by invoice has been previously agreed, the payment needs to be made 30 days from the date of invoice or 30 days prior to the course start date, whichever is sooner.

2. Course bookings

Bookings may be made via Maldon First Aid's website, by email, letter or phone. Telephone bookings must be confirmed in writing upon request. All bookings, other than those using the online booking system, must be agreed by us.

3. Transfers

Should you need to transfer to another date on the same Maldon First Aid course, the following charges will apply, dependent on notice given:

- More than four weeks notice prior to the course start date - no charge
- Two to four weeks notice given - 25% of the course fee
- Less than two weeks notice given - 50% of the course fee.

All transfers must be taken within a period of six months from the original date. Transfer requests must be received in writing and within the stated timeframes. Whilst we will try to accommodate dates requested for transfers, course dates will be limited to those dates Essex First Aid advises are available.

4. Cancellations

If you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received within the timeframes stated for refunds.

5. Non-attendance

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

6. Late arrivals/missed sessions

If you arrive late for a 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. In all such cases, the full course fee remains payable. To conform with Health and Safety Executive (HSE) requirements and OFQUAL regulations for statutory certificates, attendance at all sessions is mandatory.

7. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

8. Requalification courses

To be eligible to attend a two-day Requalification course, students must present a valid *First aid at work* certificate.

9. Guidelines for students and employers

It is the employer's and individual candidate's responsibility to ensure that students are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. By their very nature, first aid courses can be physically demanding, and in order to successfully meet the requirements, it is necessary for all candidates (regardless of physical abilities/disabilities) to be able to demonstrate the skills learnt. If you require further guidance on this please contact us prior to booking.

There is a practical element to all courses and candidates should arrive suitably dressed to participate, i.e. not in skirts or dresses. Candidates should not wear lipstick as this stains the manikins.