Terms and Conditions

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Introduction and Scope

The following document outlines our terms and conditions and should be read in conjunction with the proposal of services. By accessing this document on our website, it is assumed that you acknowledge and accept these terms.

It is important that you read the terms and conditions alongside the proposal of services before accepting the terms of your booking.

Booking Conditions

1. Completion of payment in full confirms acceptance of the terms and conditions related to your booking and leads to formal registration onto your course, or initiation of the agreed business support and / or project work.
2. Unless a billing schedule is separately agreed, payment of invoices raised must be made upon receipt. Finn Safety Training reserves the right to charge a late payment fee of £25 for any outstanding invoices that remain unpaid after 30 days.
3. Any request to change or cancel a training course date after payment and formal registration has been made, will be treated as a request to cancel, unless there is an alternative date available or the participant can be substituted (please note that this is subject to availability and our discretion in exceptional circumstances. It is not guaranteed as an available option). We will endeavour to work with you to find a mutually acceptable solution, although if a solution cannot be found, then our cancellation terms and conditions will apply.
4. Finn Safety Training reserves the right to cancel a training course due to unforeseen circumstances. On the extremely rare occasion that this may need to happen, we will make every reasonable effort to contact the client and all course participants with as much notice as possible. We will then endeavour to reschedule the training at no further cost to you for the nearest mutually convenient date.

Training Cancellation & Refund Conditions

We understand that unforeseeable events can happen. If you need to request a change to a booked training course date (see Booking Condition 3 above), please contact us as soon as possible to explore your options. If an alternative date to move to is available, then we will do so. However, if an alternative date is not available, then your booking will need to be cancelled. Under these circumstances, the following cancellation and refund policy will apply:

- Cancellations per delegate made more than 10 days in advance of the training course start date will receive a full refund, less a £10 admin fee.
- Cancellations made within 4-10 days of the training course start date will receive a 50% refund on the booking made.
- Cancellations made within 3 days of the training course start date will be non-refundable.

Please contact us with as much notice as possible if you find that you need to cancel your training course booking, on:

Email us: admin@finnsafetytraining.co.uk
Call us: 07930 366 435

Accredited and Certificated Courses

Our workplace health and safety courses are accredited by IOSH. Course attendance alone does not guarantee successful completion of the course and certification.

As an ATP (Approved Training Provider) Finn Safety Training is licensed to provide Occupational Health and Safety Training qualifications and awards accredited by IOSH. All accredited course materials are the IP of the respective awarding body and are regularly updated in line with legislative changes to maintain legal and HSE compliance. To complete these courses and achieve certification, candidates must successfully complete their assessment against the required learning outcomes. The required learning outcomes differ according to the course undertaken. Satisfactory completion of these learning outcome assessments will signify successful completion of training and receipt of the relevant award and certification.

All training undertaken with Finn Safety Training adheres to our Equality, and Special Condition and Reasonable Adjustment Policies. Appeals against award outcomes must follow the procedure set out in our Appeals Policy. In the first instance, appeals must be made in writing by email to the ATP Co-Ordinator for Finn Safety Training:

ATP Co-Ordinator: Kristin Finn
Email: kristin@finnsafetytraining.co.uk

Quality of Service

If at any time, a customer wishes to provide feedback on the quality of service provided, or to log a complaint, they may raise the issue in the first instance with the Lead Trainer & Consultant (kristin@finnsafetytraining.co.uk) where every effort will be made to resolve the issue. If an issue remains unresolved (and if it relates to an accredited IOSH course) then it may then need to be escalated to the relevant awarding body.

Client Responsibilities

It is the responsibility of the client to provide us with complete, timely, and accurate information, where requested, to be able to fulfil our service obligations to you. Failure to do so, may result in the inability to initiate the project work, take payment and / or to register participants for their courses and / or to issue certificates, or anything else linked to the successful completion of training, business support and / or project work agreed.

Clients who are booking training courses will receive an induction by email upon payment and registration for the course(s) booked. It is important that all guidance is read and (where necessary) that any required enrolment steps are completed in advance of training commencing in a timely manner by the client.

For those undertaking blended first aid learning on freelance first aid courses for which Finn Safety Training are providing the practical taught services, it is the responsibility of the client to ensure that the e-learning element is completed in advance of the in-person element of the training course, and successful completion of the online learning element must be evidenced upon arrival to the first day of face-to-face training.

Registration and participant ID must be checked and recorded by the trainer for all certificated training, to complete the participant register upon arrival to the training venue on the first day of training, and (where required) upon arrival to every subsequent day of training thereafter. Thus, it is the client's responsibility to communicate to their learners that suitable photographic ID would include a passport or driver's license, to confirm participant identity. For online virtual training, ID would need to be checked and confirmed either in advance of the training date for registration purposes, and /or shown and confirmed in a short one to one ID video meeting on the morning of training prior to commencement.

If a candidate is late to virtual or face to face training, they will miss part of their course. As an ATP licensed to deliver accredited IOSH courses, and a freelance FAIB first aid trainer, the guidelines of the awarding bodies for participant attendance must be adhered to.

If a candidate is 30 minutes late or more to arrive for a full day course, or 15 minutes late or more to arrive for a half day course, then the guidelines of the awarding body state that the candidate will not be allowed to join the course, as too much content will have been missed. All modules for a specific training course must be attended.

If a candidate is late and unable to join a course due to missing too much content, then no refunds for the training will be given, and the course will need to be rebooked at full cost to the candidate.

Our Responsibilities

Finn Safety Training will provide the services as set out in the proposal and / or letter of engagement in a timely manner and in the professional manner expected of us. We will maintain an appropriate policy of insurance in force covering against all usual risks insured against by businesses similar to the Supplier (Finn Safety Training) and will take reasonable steps when communicating with the client electronically to safeguard the security and confidentiality of the transmission of personal data, as set out in our GDPR and Privacy Policies. That said, the client must also acknowledge that online security and confidentiality cannot be completely guaranteed. As set out in our GDPR and Privacy Policies we will only collect, process and store personal data essential for fulfilling our services, and measures will be taken to store data securely, and for only as long as is legitimately required.

Health and Safety

The health and safety of our clients and staff when undertaking training and consultancy is crucial to us. We acknowledge our statutory responsibility with all health and safety requirements linked to the provision and delivery of training, and the suitability of training premises. Whilst on client premises for training, business support or consultancy-based project work, or if required to visit third party premises to fulfil our contractual obligations, it is required that representatives of Finn Safety Training and any learners associated with training being conducted by us, shall be afforded the same protection for health and safety purposes as is afforded to its employees.