

Terms and Conditions

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Introduction and Scope

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

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

Booking Conditions

1. Completion of payment in full confirms acceptance of the terms and conditions related to your course booking and leads to formal registration onto your course.
2. Unless a billing schedule is separately agreed, payment of invoices raised must be made within 30 days of 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 course date after payment and formal registration has been made, will be treated as a request to cancellation, 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). In this case, our cancellation terms and conditions will apply.
4. Finn Safety Training reserves the right to cancel a course due to unforeseen circumstances. On the extremely rare occasion that this may need to happen, we will make every reasonable effort to contact 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.

Cancellation & Refund Conditions

We understand that unforeseeable events can happen. In the event that you need to request a change to a course date (see Booking Condition 2 above), please contact us as soon as possible to explore your options. If an alternative date to move to is not available, then your booking will need to be cancelled. Under these circumstances, the following cancellation and refund policy will apply:

- Cancellations 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 booking:

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

Accredited and Certificated Courses

Our first aid courses are accredited by RLSS UK Qualifications, and 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 First Aid and Occupational Health and Safety Training qualifications and awards accredited by RLSS UK and 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 in the first instance (kristin@finnsafetytraining.co.uk) where every effort will be made to resolve the issue. If an issue remains unresolved, 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 take payment and / or to register the participant for their course and / or to issue the certificate, or anything else linked to the successful completion of training.

Clients will receive an induction pack by email upon payment and registration for courses booked. It is important that all guidance is read and required enrolment steps completed in advance of training commencing in a timely manner by the client.

For those undertaking blended first aid learning, the e-learning element must be 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 to complete the participant register upon arrival to the training venue on the first day of training, and upon arrival to every subsequent day of training thereafter. 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 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 RLSS UK and IOSH courses, the guidelines of these two 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 bodies 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.

In the event that 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 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, or if required to visit third party premises to fulfil our training obligations, it is required that our trainers and all candidates on the course shall be afforded the same protection for health and safety purposes as is afforded to its employees.