



TERMS & CONDITIONS

> **'In writing'** means: letter 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 or emailing 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.

3.3 Alterations within 48 hours of a booking being made will not incur any fees.

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 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 Courses must be completed within three months of transferring from a course date. Our Course Alteration Form must be completed to effect the transfer and this form must be returned to the SJA office within 10 working days or the space may be offered to other waiting candidates. 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 at 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 31 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 31 day extension) not be available, St John Ambulance will offer a full course date at the price of a re-qualification course, to be attended within a 3-month period.

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 A re-qualification course may be attended either prior to, or up to, a maximum of 31 days after certificate expiry. It should be noted that during the extension period the candidate is not considered to be a qualified first aider.

10 Reminder process

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 Point 9.2 above), otherwise a full course will need to be taken, at the candidate's/employer's expense.



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DATA PROTECTION & CHILD PROTECTION

Collection of personal data and email addresses - We will only require you to provide us with the personal information appropriate for us to complete the booking. For example, when you book a course we require you to provide us with sufficient personal information for us to process your request, despatch the booking confirmation, e-certificate and also so that we may contact you in the event of a problem. You may provide us with additional information at your own discretion.

Use of your information - We will use your information to provide and personalise our service. We will use your contact details to communicate with you.

Due to Child Protection Guidelines the following applies:

Workplace courses – No-one aged under 16 can attend.

Community courses – Attendance from 12 years of age but if aged under-16 must be accompanied by an adult who will also take the course.

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 in the Terms & Conditions 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 Point 5.

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 Point 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 Point 8.

Where will my course be held?

We have two first aid training centres and all our courses are held across both these centres. If you make a company booking on behalf of an employee please hand them the joining instructions to take to the course so they know which training hall to attend.

What time should I arrive?

All courses start promptly at the time given on the joining instructions, please arrive in good time as a very late arrival may mean having to transfer to another course date with associated transfer charges being raised.

Can I park my car for the duration of the course?

Courses at St Martin – Yes, there is parking.

Courses at HQ, Midvale Road – Sorry, no parking available here. There is a Pay Card car park 50 metres along the road.