



The Commandery of
the Bailiwick of Jersey



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 refer to the section on Data Protection and Child Protection.

1 Course bookings

Bookings can be made over the phone by contacting our office, on-line by visiting www.stjohnambulancejersey.com, where a book and pay directly service is offered, or for companies requiring an invoice, 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 full payment of all outstanding invoices 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 cancellation requests with 14 days or less notice, the full fee remains payable. Please refer to either Point 4 or 5 for other options.

3.2 For cancellation requests given with between 15 and 27 days' notice, 50% of the original course fee will be refunded. Transfer fees will not be refunded.

3.3 For cancellation requests given with 28 days or more, a full refund will be payable, where no prior transfer has taken place. However, if a transfer from the original course date has occurred, only the original course fee will be refunded.

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

4 Transferring your booking (only applicable to same course title, not transferrable to another delegate)

All transfer requests must be made in writing.

4.1 Twenty-eight days or more before the training course is due to commence:

First transfer at no charge (to a course within 3 months of the original course date).

Subsequent transfer (to a course within 3 months of the original course date): 25% of the original course fee.

4.2 Between 11 to 27 days before training course is due to commence:

50% of the original course fee will be charged as a transfer fee.

4.3 Ten days or less before the training course is due to commence:

Full course fees will apply, refunds will not be applicable.



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4.4 Circumstances such as illness, bereavement, work commitments, childcare, transport issues or leaving the island are not considered as reasons for transfers outside of the guidance as outlined under Section 4.

4.5 Courses resulting from transfers must be attended within three months of the original 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 delegates. At the end of the three-month period from the original course date, transfers and associated fees will no longer be accepted and full course fees will apply.

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

5 Delegate replacements / name changes

All replacements / name changes must be made in writing (a replacement delegate is someone who is not already booked onto another course). The following charges will apply if a replacement / name change occurs:

5.1 For Workplace courses:

If 14 days or less notice prior to course commencement is given to replace an existing delegate on a course, an administration fee of £20 will be charged.

5.2 For Community courses:

If 14 days or less notice prior to course commencement is given to replace an existing delegate 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 delegate, the above fees will be charged.

6 Non-attendance

If you are unable to attend a course on the day of course commencement, 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 grace period. 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 grace period) not be available, St John Ambulance will offer a full course date at the price of the re-qualification course, to be attended within a three-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, delegates must be in possession of a valid certificate, in the appropriate subject in which they wish to re-qualify, 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 this grace period, the delegate is not considered to be a qualified first aider.

10 Reminder process

Three to four months before the expiry of a delegate's certificate, St John Ambulance will make every effort to advise the delegate that a re-qualification course is due in the following disciplines: FAWR and PAEDR. However, it remains the responsibility of the delegate/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 delegate's/employer's expense.

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. We use this to process your request, send delegates their joining instructions, provide them with the training and issue their e-certificate. We may also need to contact you in the event of a problem. You may provide us with additional information at your own discretion.

Some courses may require delegates to provide proof of ID.

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. We will send emails to you/your staff about our refresher training, and again when certificates are due to expire.

We do not share your data with any other third party.

We will implement appropriate technical and organisation measures to keep your data secure.

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 DELEGATES AND EMPLOYERS

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

The duties of a first aider can be physically demanding. It is the joint responsibility of the employer and delegate to ensure that the delegate 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 delegates 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.

Delegates must have read our full Medical Declaration prior to course commencement. This is sent with joining instructions at the time of booking. Delegates 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 Clause 7 of the Terms & Conditions.



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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, childcare 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 Clause 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 Clause 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 delegate 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 delegates 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 Clause 8.

Where will my course be held?

We have two first aid training centres, in St Helier and St Martin 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 venue 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 late arrivals may not be accepted onto the course and may result in a loss of course fees.

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

Courses at St Martin – Yes, parking is available.

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