

Booking Terms and Conditions

TERMS AND CONDITIONS OF BOOKING –

1. Full payment for the course must be made 14 days in advance of the start date of the course start date. Where a Fast Track booking is made Full payment must be made prior to course delivery.

2. Course fee payments will not be accepted at any training venues.

3. Course fee payments can be made via BACS transfer or by cheque made payable to Osburn Training Academy.

4. Course fees include tuition, supporting manuals, assessment, certification and basic refreshments. All other costs such as travel, lunch and accommodation are the responsibility of the student.

5. Cancellation/ Postponement Fee. More than 14 days' notice before course date there will be no charge. 8-14 days' notice from the course date 50% of the course fee will be charged. 7 days or less notice before course date 100% of the course fee will be charged.

It is the responsibility of Osburn Training Academy to ensure the wellbeing of all it's registered learners. If you do not attend a session or leave early it is your responsibility to inform Osburn Training Academy. In the event of an absence accordance with our Safeguarding policy welfare checks will be made.

6. It is the student's responsibility to ensure that the course is suitable for their requirements. Osburn Training Academy can offer advice but accept no liability in the event of the course content not meeting the student's requirements.

7. Osburn Training Academy reserves the right to re-schedule or cancel any of its courses but guarantees to only do this in exceptional circumstances where due reason exists (e.g. severe weather). Should we cancel a course, every effort will be made to rebook you onto a mutually convenient alternative course OR refund your course fee.

8. Students are required at all times to observe and abide by all policies regarding health and safety, security, suitable conduct and behaviour and any other regulations set out by Osburn Training Academy.

9. Osburn Training Academy are not liable for the loss or damage to personal property occurring in our premises.

10. We hope to understand the needs of learners with disabilities, their surroundings and use of our facilities. We therefore strive to achieve an accessible environment that everyone can enjoy. The Osburn Training Academy is on the 2nd floor of a building with stairs and a serviced 8 person passenger lift. We have disabled toilet access and easy room access. If you need to discuss any other additional access needs or have any queries please contact us prior to making your booking.

11. If a student breaches any codes of conduct or suitable behaviour whilst attending a course or in during the booking process, Osburn Training Academy reserve the right to remove the student from the course or decline the student's booking. Whilst every attempt will be made to resolve the issue In the event of a student being removed from a training course, no refund or remuneration will be made.

12. We reserve the right to refuse admission to any student who arrives late for a course or is absent from any session if we feel they will not gain sufficient 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 for statutory certificates, attendance at all sessions is mandatory.

13. By necessity, First Aid qualifications require the student to be assessed performing practical tasks such as Cardio Pulmonary Resuscitation (CPR). To pass the assessment the student must demonstrate the required practical skills. Osburn Training Academy is able to offer reasonable adjustments in certain circumstances. **Should you have any questions regarding this then please contact Jenny@osburnacademy.co.uk.**

14. Osburn Training Academy welcomes in advance, for preparation purposes, notification of any assistance that a student is likely to need during the running of the course as, where possible, we are keen to promote inclusive learning.

15. If it is felt that the student doesn't meet the learning outcomes of the course and or assessment process and is referred, they will be offered support and a re-assessment, which through negotiation may be chargeable.

16. Further training or coaching over and above that provided on the course may also be chargeable.

17. On-site parking is available, whilst every effort will be made to support all learners to park on-site, it not our ultimate responsibility to provide parking. Osburn Training Academy takes no responsibility for any parking related damage to your vehicle, notices or fines imposed as a result of parking controls in place whilst attending training.

18. By attending one of our courses you are giving us permission to contact you when your qualification is due for renewal.

Signed



Date 03/07/2020

Review Date 14 July 2021