

The First Aid Team

Terms & Conditions

Training Course Booking Terms

A 50% deposit will be required for all courses booked either by phone or email. Full payment for courses booked will be required not less than two weeks before the course start date unless otherwise agreed in writing or by email.

The following table of charges will apply to all cancellations and date changes by you irrespective of the type of course booked and once the booking has been confirmed by us.

Time before the course starts	Cancellation	Change
More than 2 weeks	25%	10%
		(The first change is free)
1 - 2 weeks	50%	25%
2 days - 1 week	75%	50%
1 day	100%	75%
Failure to attend	100%	100%

All practical assessments and written exams will have to be passed before certification can be issued. Candidates will not pass any courses where these are needed and no refund will be issued after a course has been completed if students do not pass either written exams or practical assessments.

No certification will be issued until all course fees have been paid in full.

Once we have confirmed a booking to you the price will remain fixed (subject to government action). Other than this we reserve the right to alter our prices without notice

First Aid Bag Conditions of Sale

Title of all goods sold remains with us until they have been paid for in full.

Payment for all items purchased is required in full before they are shipped unless otherwise agreed in writing or by email. Where bulk orders are placed a 50% deposit will be required with the order. We reserve the right to request a deposit for any bespoke orders.

The bags and items contained in the bags may vary from the pictures and descriptions shown on our web site or in any advertising materials. Where an

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item is not available we reserve the right to replace it with an appropriate alternative.

Where we quote for a bulk supply or the provision of bespoke first aid bags the quotation will remain valid for a period of 30 days from its date of origin (subject to government action).

We accept no liability for the use to which the first aid bags or their contents are put to; this includes any medicines or sharps that we supply.

In the event of a standard first aid bag not meeting your expectation then you may return it to us within 30 days for a full refund provided that the bag and its contents are complete, unopened and in good condition. As bespoke bags are made to order we cannot extend this refund policy to those purchases unless they are not as ordered. We will, of course, replace free of charge any bags or items that are damaged upon receipt. This refund policy does not affect your legal rights.

Event First Aid Services

Quotations for Event First Aid Services will be based on a risk assessment carried out jointly which will, in part, be based on information you provide to us which must be full and complete.

Non-disclosure of any relevant information whether requested or not by us may render any insurances you hold invalid.

Quotations issued by us will remain valid for 30 days from the date of issue subject to government action. Other than this we reserve the right to alter our prices without notice.

A 50% non-refundable deposit is required at the time of booking with the balance falling due two weeks before the event unless otherwise agreed in writing or by email from us.

The following scale of charges will apply if you cancel or change the date of an event once we have confirmed the booking to you.

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Time before the event starts	Cancellation	Change
More than 2 weeks	25%	15%
1 - 2 weeks	50%	50%
2 days - 1 week	75%	75%
1 day or less	100%	100%

Website Terms

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use which, together with our privacy policy, govern The First Aid Team's relationship with you in relation to this website.

The term "The First Aid Team" "The First Aid Shop" "The First Aid Bag" or "Round The Clock Limited" or "us" or "we" refers to the owner of the website.

The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

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Unauthorized use of this website may give to a claim for damages and/or be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

You may not create a link to this website from another website or document without The First Aid Team's prior written consent.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.

General

This contract is subject to the laws of England and Wales.