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Booking Conditions

1. Enquiries

Enquiries may be made by e-mail or phone or writing. If there is an available place upon a course then simply complete and return a course booking form to us with full payment.

2. Confirmation

All telephone bookings are provisional. A booking can only be confirmed when the completed booking form and course fee have been received by Vital Signs. To ensure your place on the course it is advisable to send payment as early as possible. (Cheques made payable to "Vital Signs First Aid Training" please). Your place on the course will then be confirmed in writing, along with all joining details and pre-course information. A receipt will be issued with the booking confirmation.

3. Cancellation by Client

In most cases if you are unable, due to unforeseen circumstances to attend a course, we will then offer you similar alternatives on another date. In the event of a cancellation by you, the course fee is non-returnable. We reserve the right to cancel the course at any time.

4. Cancellation by Vital Signs

This is extremely unlikely. However we reserve the right to cancel at any time. If this were to occur you could choose either to receive a full refund or you could attend alternative courses. If a course has to be cancelled at short notice due to unforeseen circumstances we will make at least two attempts to contact you at the address, telephone, fax, email given on your booking form

5. Late arrivals or absences

Late arrival or absence from any session will probably mean that you will not receive the certificate for which you have joined the course. In all such cases the full course fee remains payable.

6. Responsibilities

First Aid training is an active practical subject and can be physically demanding. Participants are normally expected to be physically fit enough to kneel, twist, and bend over simulated casualties, to sit on the floor, to perform simulated CPR, roll, be rolled and help roll simulated casualties.

Please bring any medical problems to our attention before booking the course. Clients are responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. You will be asked to pay for any malicious damage. Part of your course may well occur out of doors, if this is so you will be expected to be responsible for your own warm and waterproof clothing.

7. Disclaimer

Vital Signs will not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.

8. Alteration to these terms and conditions may be amended at any time.

9. Vital Signs is a highly professional First Aid Training organisation. We offer tremendous value for money. We are keen to ensure that our clients obtain the best help during our courses. If you require any further help or details about our courses please contact us.

10. GROUP BOOKINGS

As above except that when our trainers have to travel for more than about 75 miles to the training venue, suitable, private, quiet accommodation is expected to be provided. Dinner and breakfast will also be provided and travel costs will be charged at cost. If the accommodation is found to be unsuitable for a quiet, safe nights sleep before delivering an intensive training course our professional trainers have the right to find alternative accommodation and Vital Signs will invoice for the additional amount. If you are in any doubt, please contact us for advice.



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