Terms & Conditions

Please take time to read. These terms and conditions are between React Fast Training and the Customer.

**Guidance For Employers**

The duties of the First Aider can be physically and mentally demanding. It is the employer’s responsibility to ensure that delegates are free from any conditions that would affect their ability to learn and to ensure they have the aptitude to cope with an intensive course of study.

**Terms Of Booking**

A binding contract will be formed when React Fast Training accepts a customer’s booking.

Bookings may be made by email, completing the online enquiry form on our website or by telephone.

All bookings will be confirmed via email, with an invoice containing full joining details.

If a delegate arrives late for a course or is absent from any session, we reserve the right not to accept them for training. In all such cases, the full cost of the fee remains payable. (To conform with RQF and Health & Safety Executive Requirements, attendance at all sessions is required).

On the rare occasion of unforeseen circumstances React Fast Training may find it necessary to cancel a course. In such circumstances you will be given as much notice as possible and the offer of a free transfer to another course date or a full refund of fees.

**Cancellation Policy**

The terms and conditions tell you how we will provide training services to you and how we can make changes if required.

**Change Of Course Date Request**

The following terms will be applied:

Up To 20 Working Days Before Course Start Date: 1st Request to Move Date or Cancel, No Fees Apply.

Up To 15 Working Days Before Course Start Date: 25% Of Course Fee, per delegate.

Up To 7 Working Days Before Course Start Date: 50% Of Course Fee, per delegate.

Less Than 7 Working Days Before Course Start Date 100% Of Course Fee, per delegate.

**Cancellation Request**

The following terms will be applied:

Up To 30 Working Days Before Course Start Date: 75% Of Course Fee per delegate.

Less Than 30 Working Days Before Course Start Date: 50% Of Course Fee per delegate.

Non-Attendees Of Course: 100% Of Course Fee per delegate.

**Terms Of Payment**

All payments must be made within receipt of invoice. If payments are not made, the Cancellation Policy still applies.

The certificates will be emailed only to the person who has made the booking, typically 2-3 working days after the course (subject to the invoice been paid in full). If there is any issue with non-receipts of certificates, it is suggested React Fast Training be contacted in a timely manner. If a request is made at a much later date, an additional charge per certificate of £5.00 will apply due to the additional administration time.

React Fast Training reserve the right to change these Terms & Conditions at any time by posting changes on our website. Your continued use of this site after changes are posted constitutes your acceptance of this agreement as modified.

**Dignity at Work and Zero Tolerance Policy**

In line with business practices, we operate a Dignity at Work and Zero Tolerance policy. Any aggressive or violent behaviour towards our staff or any learners will not be tolerated under any circumstances.

Anyone giving verbal abuse to a member of staff, either in person or over the phone, and any learners on the course, will be excluded from the course. In addition, a letter will be sent to the responsible person for the booking advising any such behaviour will not be tolerated, and why they were not allowed to complete the course.