

Promed Training Limited Terms and Conditions

Please read these Terms and Conditions carefully, it is your responsibility to understand our Terms and Conditions, which can be updated at any time without prior notice.

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- The term "Promed Training Limited" or "us" or "we" refers to the owner of the website whose registered office is 47 Butt Road, Colchester, Essex, CO3 3BZ. Our company registration number is company registration number is 5240491 and our VAT Number is: 108895089.
- The term "you" refers to the user or viewer of our website.
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Course Bookings

- Fitness To Attend Training
 - Training Courses consist of practical elements within each course, (depending on type of course conducted), which include Recovery Position, CPR Training, Manual Handling, Bleeding Assessments, Physical Intervention skills. It is your responsibility (the person attending training) to make the course instructor aware of:
 - Any medical conditions.
 - Any medication being taken.
 - If you are pregnant.
 - Any medical problems that may prevent you from completing any sections of the training.
 - Any Incident **MUST** be reported to the course instructor that day and an entry **MUST** be filed within the accident book.
- **We, or any of our instructors will not be held responsible for any injury suffered by any person attending any of our courses.**

Photo Identification

- Any candidate who would like to attend training, either as an individual booking, or through a company booking scheme "**Must Produce Photo Identification to attend training**"
- Failure to produce identification at the start of any course will lead to you not being able to attend training. Promed Training will not be held responsible for you, or any member of staff who does not produce identification at the start of any course. In this instance all course fees payable for training will be lost, as it is your responsibility to produce your identification prior to course start time.
- On issue of any invoice this will be deemed as your agreement to attend training with Promed Training Limited and all Invoices are due for payment on issuing and must be paid.
- All open Invoices that are not paid within 28 days will be subject to legal proceedings to reclaim costs and are subject to a £250 recovery agency administration charge, plus 8% interest charge, above bank base rate per week from original course date.

Group Bookings

- For group bookings dedicated to your company, either onsite or to be conducted at our training facility, by Promed Training Limited issuing an invoice for your training session, this is deemed as your agreement with Promed Training Limited and invoice must be paid.
- Failure to pay invoice will be subject to legal proceedings to reclaim costs and are subject to a £250 administration charge, plus 8% interest charge, above bank base rate per week from original course date.
- For courses that are booked and deposit or course fee is paid, if candidate has requested to have his/her place moved to an additional course date, less than 14 days prior to original course start date, then a 35% admin fee will be charged.

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- If customer requires training date to be moved less than 1 week prior to course start date then course fee will be lost. All course transfers must be made in writing and we will only accept one transfer per candidate.
- Customers that wish to have their training course date moved (more than 14 days prior to course start date) to another course date for whatever reason must complete the training within 4 weeks of the original course date booked otherwise course fee will be lost. All course transfers must be made in writing and we will only accept one transfer per candidate.
- Courses that are booked either by phone or email and deposit or course fee paid, this fee will be lost if candidate fails to attend on course date.
- Promed Training Limited offer a no refund policy on training courses purchased if cancelled less than 2 weeks prior to course start date. It is your responsibility the purchaser to ensure that the training course(s) that you purchase through Promed Training Limited are fit for your requirements.

Cancellation of Training

- A complete refund of course fees, minus 35% admin fee will be paid if course is cancelled more than two weeks prior to start date, otherwise course fee will be lost. It is your responsibility the booker to ensure that you, your group, or any persons you wish to book onto training courses are available for training at the given dates, as we offer a no refund policy on all courses purchased, as per above.
- All course cancellations MUST be made in writing, either email or letter.

Onsite Training

- For onsite training at Companies Premises we charge a minimum fee for 6 candidates plus travelling expenses.
- For onsite training at Companies Premises we charge a travelling fee currently charged at 0.40p per mile.
- For training to be completed on site for companies the open invoice must be paid on issuing of invoice and all course fees must be cleared at least one week prior to course start date before training will take place, this can be completed either by BACS or Secure Credit Card Payment online.
- If you have already agreed a set date for your Onsite Training and you require your Onsite Training Course to be moved to a new date, Promed Training Limited must be informed no later than 10 day's prior to course start date. Failure to inform us will result in course fee being lost.
- For Onsite Training at your premises, or any venue of your choosing, course fee payable will be only valid for onsite training for original booking and will not be transferable to other dates. It is your responsibility the purchaser to ensure that everybody for your group booking is available for training on the set date, as we do not transfer candidates to other courses from onsite group bookings, for whatever reason.

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Company Third Party Training

- We offer Third Party Training for your clients. We will supply all the necessary training materials, Instructors and assessors for conducting training onsite at your client's premises, or our training rooms.
- For new customers we accept payment for third party training, prior to course start date, unless by agreement, see Payment Methods Below
- It is your responsibility, (The Booker) to ensure that your client is aware of training date and venue you have booked and set. Mistakes for your booking will be charged at the full invoice fee and a new date must be set.
- It will be your responsibility (The Booker) to ensure that the date you originally set for training is adhered to. Training Course Date changes will incur a 35% admin charge of the original course fee to change Training Date less than 14 days prior to course start date. Original course fee will be lost if you require the training date moved 7 days prior to original set course date.
- **We do not issue any certification or course paperwork** until all outstanding course invoices have been cleared and all certification and course paperwork will remain the property of Promed Training Limited. (See Certification Section Below)
- Failure to pay any invoice associated with Individual, Company or Third Party Training will be subject to legal proceedings to recover costs. (See Failure to Pay Section for Costs Involved)
- Please be aware that: Without course certification companies and individuals do not meet QCF, HSE or Ofsted Requirements for First Aid in the Workplace.
- For Failure to pay any outstanding invoices we will proceed with legal proceeding to recover costs. (See Below, Failure to Pay Section)
- All Course Cancellation Fees must be paid before any certification will be issued for rearranged training.

Training

- Our Training Rooms in Colchester are situated on the 1st floor so disabled access is limited.
- Substitution of candidates originally booked on a course need to be confirmed in writing one week prior to course commencement, otherwise an additional invoice will subsequently be raised for the new candidate.
- We will also offer credit notes for courses, providing you are an existing customer, but this must be used in a one month period. Credit notes are not valid for group bookings for onsite training, where customer failed to fill group booking for whatever reason.
- Customers that cancel training within two weeks of course start date an administration charge of 35% of course fee will be charged. Customers that cancel training within one week of course start date, course fee will be lost.
- Candidates must arrive before course start time to complete all course registrations forms.
- Any candidate more than 10 minutes late of course start time will be refused entry for training. Candidates will have to rebook training and original course fee will be lost.

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- Candidates that do not attend training due to illness will forfeit fee for the course booked unless Promed Training are informed at least 24 Hours before Course start time. This will be required by the original company making the booking, or the individual who made the course booking for their own needs. We can be informed either by email or telephone.
- We do not offer refunds for courses, or course places cancelled, or non attendance due to illness if we are informed after the course start time has passed.
- We will offer movement of course due to illness on one occasion and course will have to be completed within 1 month from original booking, provided we are notified as per above. Candidates that are ill on the course day and ask to leave will lose course fee and will have to rebook at additional cost.

First Aid at Work Requalification Training

- All candidates wishing to attend First Aid at Work Requalification must hold a valid First Aid at Work Certificate. This certificate must be produced before, or on the course start date. On failure to produce a valid certificate entry will be refused to the requalification course and all course fees will be lost.

Certification and Assessments

- All practical assessments and written exams, where needed for certification must be passed before certification can be issued. Candidates will not pass any course and receive any certification if assessments, or examinations are failed. We offer a no refund policy on courses where assessments and, or examination are failed.
- We will offer extra assistance to help students through examinations and assessments where needed, but students must still pass the examination and assessment on their own merits.
- Certification will only be issued, providing all open invoices are cleared, (unless by agreement) once we receive these from the issuing body, this normally takes 2-3 weeks. If for any reason you fail to receive your certification we must be notified within one month from course completion date.
- For certification replacement we charge a replacement fee of £25 + vat at the current rate.
- All certification remains the property of Promed Training Limited, no certification will be issued until all course fees, and open invoices have been paid in full, unless by agreement.

Course payments

- Course payments can be completed by the following means:
- Online Card Payments.
- BACS Transfer.
- Chq to the details contained on our invoice. (All Chq funds must be cleared with our bank before certification will be issued)
- Without course certification companies and individuals do not meet HSE, QCF or other requirements for First Aid in the Workplace.

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Door Supervisor Training

- Identification must be produced at the start of the training course.
- 2 x Passport photos must be produced for registration purposes.
- We must be informed prior to course start date or any special needs you require, for example if you are dyslexic.
- All certification remains the Property of Promed Training Limited until all outstanding course fees have been paid, there are no exceptions.

Online First Aid Courses

- For online First Aid Training. If you book training online and select your course package it is your responsibility to select the correct course suitable to yourself. Promed Training cannot be held responsible if courses bought online do not meet with your requirements and no refund will be issued for courses bought.

Failure to Pay Individuals and Company Bookings.

- As an Individual booking or Company booking you have agreed to our Failure to Pay Terms set out below:
- All Certification and course paperwork remains the property of Promed Training Limited.
- Without course certification companies and individuals do not meet QCF, HSE or Ofsted Requirements for First Aid in the Workplace.
- For Failure to pay any outstanding invoices we will proceed with legal proceeding to recover costs.
- A debt recovery agency will be used and an administration charge of £250 will be added to any open invoice, to cover administration costs for failure to clear any open invoice.
- An 8% interest charge plus bank base rate, including administration charges will be charged from invoice course date, per month, or part thereof

Failure to pay for Third Party Training will incur the following costs:

- A debt recovery agency will be used to recover costs and an administration charge of £350 will be added to any open invoice, to cover administration costs for failure to clear any open invoice on agreed course date.
- An 8% interest charge plus Bank Base Rate, including administration charges will be charged from invoice course date, per week, or part thereof from course date.

For Online Blended First Aid or Additional Training

- All online elements must be completed before attending classroom based training. You must bring all documentation and proof of completing the Online Element of any course.
- Failure to produce all documentation on course start date will not allow entrance to course. It is your responsibility to complete all online elements of training and Promed Training cannot be held responsible if you fail to complete these for whatever reason. As a result of failing to complete online elements all courses fees will be lost.

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Course Cancellation by us.

- We very rarely cancelled a course, but circumstances outside our control may force us to do so. In this instance Promed Training Limited reserves the right to cancel a course and in this case will make every reasonable effort to rearrange training to suit everyone concerned.