

ACORN MEDICAL SERVICES

Training Course Booking TERMS & CONDITIONS

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ACORN MEDICAL SERVICES

Terms & Conditions

General

1. All bookings are bound Acorn Medical Services (AMS) Terms & Conditions. Once an invoice has been issued, the client or learner is liable for its payment. Bookings are not guaranteed until full payment has been received.
2. Payment is due within 14 days of the invoice date or the course start date, whichever shall be the soonest.
3. Occasionally, due to circumstances beyond our control, alterations to venue, timing and content of courses may become necessary. We therefore reserve the right to modify the course information, tutor and/or venue.
4. AMS reserves the right to cancel the course, for example, due to under-subscription. In such circumstances a full refund of course fees will be made or a transfer to another suitable course will be offered to the learner. No responsibility is accepted for incidental or consequential loss resulting from such a cancellation.
5. AMS reserves the right to postpone the date of the training due to adverse weather conditions or events beyond our control. Refunds will be as above. No responsibility is accepted for incidental or consequential loss resulting from such postponement.

Cancellations/Non-Attendance/Leaving the course

1. Cancellations more than 28 working days before the course, no charge will be made.
2. If it is 14-28 working days before the course, 50% of the fee will be payable.
3. Less than 14 working days before the course or non-attendance on the day (including sickness), the whole fee will be forfeit.
4. Should a delegate leave the course partway through, no refund will be given.

Substitutions

Substitutions may be made at any time at no extra cost. It would be appreciated if AMS were informed of the substitution at the earliest opportunity.

Transfers

Should circumstances arise where you need to transfer to another course, the following charges will apply, depending on when the notice is given:

1. Transfer made more than 28 days prior to any course start date – no charge.
2. Any transfer with 27 days or less notice – an additional 25% of the course fee will be payable to cover our administration costs.
3. All transfers must be taken within a period of six months or unless otherwise agreed in writing with AMS.

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Late Arrival/Missed Sessions/Conduct

1. If you arrive late for a course or are absent from any session, AMS reserves the right to mark you as failed. It is a requirements that attendance at all sessions is mandatory. It will be deemed that you have not met the assessment criteria if any sessions are missed.
2. If your behaviour whilst attending a course is deemed as inappropriate, including threatening behaviour, bullying, racial or sexual harassment or being generally disruptive to other delegates, you will be asked to leave the course.
3. In such cases, you will be marked as a 'fail' and the course fee will be forfeit.

Learner Requirements

For first-aid purposes, learners must be able to demonstrate practical skills as you would expect in a real-life situation. An example of this would be to demonstrate CPR on a manikin at floor level. By attending our courses, you absolve us from any claim for personal injury not caused by our direct action.

Certificates

1. These will not be supplied until all course material has been completed.
2. Certificates will be supplied as an e-certificate, unless hard copies are requested and paid for at an additional cost. Currently £12.00 including postage.
3. Certificates will be sent to the person who booked the course for onward dispatch to learners (if applicable). They will then become the responsibility of that person. Notification of non-delivery after two weeks of the certification date, will automatically incur costs of any replacements.
4. Lost or replacement certificates are subject to the awarding bodies replacement certificate criteria as follows:
 - a. E - certificate – free of charge
 - b. Hard copy - £ 12.00 each
5. Should a learners name be miss-pelt on the certificate by us due to illegible writing on course paperwork, replacement certificates will incur the cost as stated above, and is subject to the awarding bodies' replacement certificate criteria.

Coronavirus

If you are unable to attend or complete a course due to testing positive for the virus or having to otherwise self-isolate, you must inform AMS of this as soon as possible and **MUST NOT** attend the course. You will be asked to provide evidence of your test or self-isolation notice for any transfer or cancellation fees to be waived.