CHASE TRAINING SOLUTIONS

2-DAY (16hrs) OUTDOOR FIRST AID COURSE

COURSE BOOKING TERMS & CONDITIONS

1. How to Book

Bookings may be made using our online registration form for the course you wish to attend. To secure a booking, a deposit of 50% of the course fee is required. A booking is not confirmed until the deposit has been received.

2. Payment of Balance

The remaining balance of the course fee is due no later than 30 days prior to the commencement of the course. If payment is not received by this deadline, the booking will be considered cancelled.

Invoices for deposits and balance payments can be issued to organisations upon request.

3. Cancellations and Transfers

3.1 Transfers

If you wish to transfer to an alternative course after paying a deposit or full fee:

- The transfer request must be made no less than 30 days before the start of the original course.
- Transfers are subject to availability and course numbers.
- All fees must still be paid no less than 30 days prior to the original course date.
- Revised attendance must take place within 6 months of the original course date.

If you have made a fully paid booking and:

- Fail to attend the course, or
- Attend only part of it, no refund is payable.

If you drop out of a course after it has started, no refund is payable regardless of circumstances. However, in extreme circumstances (e.g., serious illness), Chase Training Solutions Limited ('CTS') may offer a place on a later course within 6 months of the original date. Additional fees may apply.

3.2 Cancellation Charges

Cancellation fees apply as follows:

- 61+ days before course start: No charge; deposit refunded in full.
- 31–60 days before course start: Cancellation fee = 100% of the deposit.
- 15–30 days before course start: Cancellation fee = 75% of the course fees.
- 0–14 days before course start: Cancellation fee = 100% of the course fees.

4. Cancellation by Chase Training Solutions Limited

A course will run as advertised subject to minimum delegate numbers (fully paid). Minimum numbers vary by course. CTS will, where possible, avoid cancelling a course within 14 days of its scheduled start.

CTS also reserves the right to cancel any course at any time prior to commencement due to circumstances beyond our control, including but not limited to:

- Staff illness
- Venue issues
- Severe weather
- Operational or safety concerns

4.1 CTS Cancellation Options

If CTS cancels a course for which you have made a fully paid booking, you may:

- Transfer to an alternative date within 6 months, or
- Request a full refund of the course fee if a suitable transfer cannot be agreed despite reasonable efforts by both parties.

CTS will take all reasonable steps to accommodate your preferred alternative date.

5. Acceptance of Terms

By booking a course with CTS, you agree to these Terms & Conditions and accept responsibility for ensuring all participants comply with them.