



Terms and Conditions

All communications, and bookings are bound by Breathe Again Training's terms and conditions.

Due to the physical nature of many of the activities on offer, certain parts of our training courses can be physically demanding.

For first aid purposes, learners must be able to demonstrate practical skills as in a real-life situation. An example of this would be to demonstrate CPR on a manikin at floor level.

All examination entries are at the Course Tutor's discretion.

In the event of an examination failure, the Course Tutor will advise the candidate of the most appropriate action to take.

At the end of a training course a pass IS NOT GUARANTEED. Assessors will only award passes if the candidate has reached the required standards.

It is the responsibility of the applicant to ensure that all pre-requisite criteria are met before making the booking. Should an applicant not meet pre-requisite criteria then, due to advance costs involved with many courses, there will be no refund given.

Breathe Again Training aim to provide quality training at a fair price. Should a course participant have any comments regarding a course which they are attending, they are encouraged to discuss the matter with the Course Tutor, in the first instance.

Copies of the complaints and appeals procedure are available on request. If you wish to discuss further problems, please contact Alastair Greig.

Breathe Again Training 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 delegate. No responsibility is accepted for incidental or consequential loss resulting from such a cancellation.

Breathe Again Training reserve the right to postpone the date of the training due to adverse weather conditions or events beyond our control. No responsibility is accepted for incidental or consequential loss resulting from such postponement.

Payments

All private bookings are payable within 14 days from date of invoice.

All open access Training course bookings are payable before commencement of the course.

Cancellations/Non-Attendance Private/Closed training courses

All private bookings cancelled 28 days prior to training course dates,

No charge will apply.

All private bookings cancelled 14-28 days prior to training course dates,

50% of fee will be payable.

All private bookings cancelled less than 14 days prior to training course dates,

Including non-attendance,

The full fee is payable.

Should a delegate leave the course partway through, **their fee is fully payable.**

Should a delegate fall ill on the day of the training course, an alternative date can be arranged at no charge for the missed course,

Transfers and Substitutions Private/Closed training courses

Substitutions may be made at any time at no cost. It would be appreciated if **Breathe Again Training** were informed of the substitution at the earliest opportunity.

Should circumstances mean that you need to transfer to another course the following charges will apply, dependent on the notice given:

First transfer made more than 28 days prior to the course start date – **no charge.**

Additional transfer or first transfer made with 27 to 15 days' notice given – **25% of the course fee.**

Any transfer with 14 days or less notice – **50% of the course fee.**

All transfers must be taken within a period of **six months** where possible or **unless otherwise agreed.**

Cancellations/Non-Attendance of Open Access training course

In the event of the candidate cancelling their placement on a course the following will apply;

If cancellation is 14 days or more before the start of the course, then a refund will be given.

If cancellation is less than 14 days before the start of the course, then no refunds can be given. This also applies to someone leaving the course once it has commenced.

Late Arrival/Missed Sessions/Conduct

If the candidate arrives late for a course or are absent from any session,

Breathe Again Training reserve the right to mark you as failed. To conform with the requirements for regulated qualifications, **attendance at all sessions is mandatory** so it will be deemed that you have not met the assessment criteria if sessions are missed.

In all such cases, whether a classroom-based course or distance learning, the full course fee remains payable.

If your behaviour whilst attending a course is deemed as inappropriate, including threatening behaviour, bullying, racial or sexual harassment or generally disruptive to other delegates, you will be asked to leave the course, no refund in this instance will be given.

If asked to leave due to any of the above, **rebooking can be applied for**, at a further **full fee**.

Certificates

Certificates will not be supplied **until all fees have been paid in full**.

Certificates will be supplied as an **e-certificate**, unless hard copies are requested and paid for at an additional cost.

Certificates will be sent to the **person who booked the course** for onward dispatch to the candidates, **these certificates will then become the responsibility of that person**.

Lost or replacement certificates will incur a cost and are subject to the awarding bodies replacement certificate criteria as follows:

E-certificate – free of charge

Hard copy - £ 15.00 per certificate

Should a name be **misspelt on the certificate due to illegible writing** a replacement certificate will incur a cost and are subject to the awarding bodies' replacement certificate criteria.

Coronavirus

Under the current guidance and legislation with regards to the Coronavirus pandemic, **Breathe Again Training** must abide by any Government announcement made.