

## Terms and Conditions

1. Confirmation: All course bookings submitted are provisional until confirmed in writing either by email or letter.
2. Payment: An invoice will be emailed when the booking is confirmed. Invoice payments are due within 14 days of invoice date. A receipt and pre-course information will be then sent to you.
3. Cancellation and transfers of the course by the client must be made in writing.
4. The following conditions apply to cancellation or transfer on standard courses;  
  
More than 4 weeks' notice > Full refund given  
Between 2-4 weeks' notice > 50% refund given  
Less than 2 weeks' notice > Full fee retained  
Failure to attend > Full fee retained  
Late arrival resulting in failure to complete the full qualification > Full fee retained
5. A date transfer request of the course made by the client: A 25% administration fee is payable if less than 2 weeks prior to the course.
6. Cancellation by the Echo Training Services: Even though this is very unlikely, we reserve the right to cancel at any time, if this were to occur you would receive the full booking fee within 28 days. If a course has to be cancelled at short notice due to unforeseen circumstances we will make every attempt to contact you at the address, telephone or email given on your booking form.
7. Contact time: Late arrival or absences during the course or from any session will result in you not completing or receiving the qualification certificate. Qualifications have a mandatory contact time requirement. In all such cases the full course fee remains payable.
8. Certificates: The cost of the certificate is included in the fees. Typically, they are received 28 days following the course. If payment has not been received for any reason the certificate will remain the property of Echo Training Services until payment has been received.
9. Responsibilities: Some of our training courses have an active practical and can be physically demanding. Participants are normally expected to be physically fit enough to kneel, twist, and bend over simulated casualties, to sit on the floor, to perform simulated CPR, roll, be rolled and help roll simulated casualties.
10. Clothing: Suitable clothing and footwear is to be worn on all courses. Failure to do this may result in the delegate concerned being unable to complete the course and failure to gain the qualification.
11. Please bring any medical problems to our attention when booking the course or notify us as soon as possible if the problem develops after the booking of the course.
12. Right of Admission; Echo Training Services reserves the right to refuse admission to any delegate exhibiting unruly, anti-social or violent behaviour to either its staff or other delegates. Any such incident will result in the immediate removal of the offending party. Course fees will be retained by Echo Training Services.
13. Identity: We must verify candidate identity as there is increasing use of qualification certificates to support identity fraud and issues relating to assessment authenticity. Please bring some form of signed or photographic (e.g. driving license) identity confirmation to your first aid course. If your identity cannot be authenticated during the course, certification will be delayed until the Awarding Body can confirm your identity.

14. Pre-course information: You must ensure that you have read the pre-course information which will be emailed to you once payment is received and your booking is confirmed. You must be aware of pre-course requirements especially relating to enrolment, responsibilities and contact time.
15. Facility requirements: A room with tables and chairs for all the candidates, along with additional practical training space is required for the course. A power source is required for the instructor.
16. Photography: Echo Training Services may seek to use photos of delegates for website / publicity purposes. Please advise us if you would prefer not to be involved in this.
17. Social media: Echo Training Services may use photos and course statistics for social media purposes. Please advise us if you would prefer not to be involved in this.
18. Logos: When booking into one of our courses you deem to give permission for us to use your company logo on the "News/Our Clients" page of our website. All logos of Echo Training Services are copyrighted, and written permission is needed to use them.
19. Insurance: is carried by the Echo Training Services. Copies are available upon request.
20. Disclaimer: Echo Training Services should not be liable for any loss, damage, expenses, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.
21. Force Majeure: Echo Training Services cannot be held responsible for any incident or occurrence outside its control that affects the provision of any given course date, course forecast, course content or course timing, and/or including cancellation, amendment or re-scheduling. Where a course content or course timing has to be amended/cancelled/re-scheduled for whatever reason, Echo Training Services will make every reasonable effort to make alternative arrangements.
22. Law and Jurisdiction: These Terms and Condition and any Contract shall be governed by & construed according to the law of England and the Customer submits to the jurisdiction of the English courts. These Terms and Conditions will prevail over any conditions that shall be issued by the customer. Customers should not rely on any representations made by staff of the Company as they do not form part of the Contract or collateral contract.