

## Booking Terms and Conditions (Courses held at your venue)

Payment for in-house training courses must be made within 14 Days of course delivery date

1. Payment can be made by BACS, Cheque, Credit/Debit Card.
2. If a client cancels a course and notifies us at least 7 days before the course start date – a full refund will be made. If notification is within 7 days of the course start date, no refund will be available.
3. Course fees include the cost of the face to face tuition via a 'Tigerlily Trainer(s)', course material, intellectual property in terms of course content, e-learning on selected courses, assessment, certification, client/learner support, on-line course resources.
4. Advertised course fees apply to groups of up to 12 Learners. Where more than 12 Learners will be attending, extra training resource will be required and course fees will increase incrementally according to the following learner group totals (LGTs):

0-12 learners	(1 Trainer required)
13-24	(2 Trainers required)
25-36	(3 Trainers required)
5. Where a client needs to increase the learner group total (LGT) and an additional trainer is required, an additional cost will be added to the previously agreed course fee. This is discussed/agreed with the client.
6. Where a client needs to reduce the Learner Group Total (LGT) and a 2<sup>nd</sup> or 3<sup>rd</sup> trainer is no longer required, the previously agreed cost will be reduced accordingly. This is discussed/agreed with the client.
7. Clients are able to increase or decrease their learner group total (LGT) up to 14 days prior to the course start. **If changes are made within 14 days of the course start date**, the following arrangements apply:
  - 8.1 If the LGT increases and an additional trainer is required: the course cost will increase as per 6 above – subject to trainer availability. If no trainer is available, the original course numbers will apply.
  - 8.2 If the LGT decreases and an additional trainer is no longer required, there will be no reduction to the original course cost.
  - 8.3 If the LGT increases but no additional Trainers are required, Tigerlily Training will take all reasonable steps to accommodate the new learners BUT are unable to guarantee the change will be made – particularly if the change occurs within 48 hrs of the course date.
8. It is the client's responsibility to ensure that the course to be provided by Tigerlily Training is suitable for their requirements. Tigerlily Training offer a comprehensive advice service prior to the course booking being made but accept no liability in the event of the course content not meeting the client's requirements.
9. Tigerlily Training reserves the right to re-schedule or cancel any of its courses - but guarantees to only do so in the most exceptional circumstances where due reason exists.
10. If Tigerlily Training cancels a course, all reasonable steps will be taken to work with the client to find/agree an alternative course date. If the client prefers to receive a full refund, this will always be available in the event of Tigerlily Training cancelling a course.
11. Tigerlily First Aid Training reserve the right to decline booking requests.
12. Clients must ensure that the behaviour of their staff during the training is suitable and in no way, hinders the learning and development of other learners. Should a member of staff breach this term or put the health & safety or security of other learners or trainers at stake, the Tigerlily trainer(s) reserves the right to ask for the member of staff to be removed from the training or to discontinue the training if the member of staff is not removed from the group.
13. In the event of a student being removed from a Tigerlily training course, no remuneration will be made.



All course contents have been carefully researched by Tigerlily First Aid Training and are believed to be the most up-to-date and factually accurate information available at the time of the course.

14. All content within a course is provided for general information only and should not be treated as a substitute for the medical advice of a doctor or any other healthcare professional. Tigerlily First Aid Training is not responsible or liable for any diagnosis made by a user based on the content of the course. Always consult a GP or other relevant healthcare professional if you're in any way concerned about the health of a child or member of staff under your responsibility.
15. Learners that complete our Blended Paediatric First Aid Course with E-Learning need to achieve an assessment pass mark of 80% or over to complete the course. Learners not achieving this 80% are required to re-complete their assessment until the 80% pass mark is achieved.
16. If a client is unsatisfied with any of the training provided during the course programme, they should contact Tigerlily as soon as possible to register their complaint. All complaints or enquiries of this nature are investigated, managed and resolved in line with Tigerlily Training's Appeals & Complaints Policy.

**I agree to the above terms and conditions**

**Name:**

**Company:**

**Signature:**

**Date:**