



Individual places booked in Instructor led Classroom Courses

1. **Confirmation:** All telephone and email bookings are provisional. Your provisional booking request will be acknowledged by email and an invoice will be sent to you for the full payment amount. A booking will only be confirmed when payment has been received.
2. **Payment:** Places are only confirmed once full payment has been received. A booking confirmation email with pre-course information will be emailed as soon as full payment is received.
3. **Pre-course information:** You must ensure that you have read the pre-course information which will be emailed to you as soon as payment is received and your booking is confirmed. You must be aware of pre-course requirements especially relating to enrolment, responsibilities and contact time.
4. **Cancellation & Refunds:**
 - a. **Cancellation of course by client**, the following conditions apply:
 - a. More than 14 days notice - Full refund available or no-fee transfer to another date
 - b. Less than 14 days notice - **No refund, no transfer**
 - c. Non-attendance for any reason - **No refund, no transfer**
 - d. Late arrival resulting in failure to attend - **No refund, no transfer**
 - b. **Non-attendance for any reason:** If you do not attend the course on the date that you booked you will not receive a refund and your place will not be transferred to another course date.
 - c. **Failed candidate - Assessment criteria not met:** All courses are assessed. In order to gain the certification candidates must meet the required assessment criteria. Full and active participation on the course is required to create the necessary continual assessment opportunities. If a candidate fails to meet the required assessment criteria they will not be awarded the qualification certificate. In all such cases the full course fee remains payable and no refund will be issued.
 - d. **Failed candidate - Late arrival or insufficient contact time (e.g. leaving early):** All certifications have a mandatory contact time requirement. Late arrivals will be turned away from the course and prolonged absences during the course or from any session or leaving the course early will mean that the candidate will not receive the qualification certificate for which they have joined the course. In all such cases the full course fee remains payable and no refund will be issued.
 - e. **Cancellation by** International Training Center reserves the right to cancel or reschedule a course at any time. In the unlikely event that a course needs to be cancelled at short notice due to unforeseen circumstances we will make every attempt to contact the attendee using the details given on their booking form. A full refund will be given.
5. **Special Needs:** The training is an active practical subject 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. Requests for reasonable assessment adjustments by individuals with unique needs will be taken by International Training Center. International Training Center must be notified of candidates with unique needs a minimum of 10 working days before the course start date. You must supply this information on your booking request form. For more information please read our Equality, Diversity and Fair



Terms and Conditions

Assessment Policy. All policies and forms are available to download from centre-policies.htm

6. **Age:** Attendees must be over 18yrs old to attend a course with International Training Center. Certification courses training is practical and hands-on. If an attendee is under 18 years old they must be accompanied by a parent, guardian or responsible adult. Or, following a discussion with International Training Center explicit consent must be given by a parent or guardian for them to attend alone.
7. **Certificates:** International Training Center receives certificates for successful candidates within 3 weeks of the course end date. The certificates are digital and are sent out by email as soon as possible, providing the invoice for the course has been paid in full.
8. **Insurance:** Public Liability and Professional Indemnity Insurance is held by International Training Center Ltd. Copies will be made available upon request.
9. **Disclaimer:** International Training Center should not be liable for any loss, damage, expense, 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.
10. **Responsibilities:** Clients are responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. You will be asked to pay for any malicious damage caused by yourself.
11. **Enrolment:** Please bring some form of signed (e.g. credit card) or photographic (e.g. driving license) identity confirmation to your course. If your identity cannot be authenticated during the course then certification will be delayed until the Awarding Body can confirm your identity.
12. **Photography:** International Training Center may seek to use photos of students for website / publicity purposes. Please advise us if you would prefer not to be involved in this.