

First Aid4All Terms & Conditions

The following are the terms and conditions of booking / registering in one of our courses. Please read them carefully, as you will need to agree to them in order to register.

1. Deposit

A deposit of 20% of the course cost of an individual is required at the time of booking / registering on all First Aid4All courses. A deposit of 20% of the course cost for the total quantity of participants for a corporation is required at the time of booking / registering on all First-Aid4All courses. Should an individual participant or corporation wish to cancel a course booking / reservation the deposit will be refunded providing the terms and conditions listed in paragraphs 2 through to 8 are complied with?

2. Course Payment

Individual participants and corporations must provide full payment prior to the course start date or the day of the course commencement. Individuals or corporation members will not be permitted access to the classroom without full payment they will also forfeit their deposit. In the case where a Corporation has a pre-arranged payment plan with the course provider by way of invoice the invoice must be paid within 14 business days from the course completion date, failure to pay the invoice within this time line will result in a 15% administration charged being applied. Online payments are made through a secure PayPal site and are insured. For other methods of payment, refer to our Contact Us page.

3. Courses Cancellations – Participant / Corporation

Cancellations made five (5) business days for either an Individual Participant or a Corporation prior to the course start date will receive a full refund of their deposit. Cancellations made two (2) business days prior to the course start date for individual participant will be subject to a \$25.00 + GST administration fee; this fee covers the costs of all course materials. Cancellations made by an individual participant less than 24 hours prior to the course start date will result in full payment. Cancellations made two (2) business days prior to the course start date for a corporation will be subject to a 20% + GST charge of the total quantity of participants. Cancellations made by a corporation less than 24 hours prior to the course start date will result in full payment. Cancellations may be made by phone or email. No-shows will automatically forfeit all fees.

4. Course Transfers – Prior to course

Requests made three (3) business days prior to the course start date will be accepted without charge. Less than three (3) business days prior to the course start date will be subject to a \$25.00 + GST administration fee. Changes may be made by phone or email. Course transfers are subject to availability only.

5. Course Transfers - Day of the course

Transfer requests the day of the course due to a medical reason will require a physician's letter. The candidate must notify the office on the day of the course and submit the physician's letter within 2 business days. All requests are subject to a \$25.00 + GST administration fee.

6. After course start date

Please be aware that no-shows or failure to attend a course constitutes an outright forfeit of all registration fees.

7. Course Cancellations – First-Aid4All

If First-Aid4All cancels a course the participant and corporations will receive a full refund or may reschedule for a later date. First-Aid4All will notify participants and corporations by email or telephone where applicable of any course date changes or cancellations.

8. Late or No Arrival

Late arrivals of 15 minutes or more will not be permitted access to the class. ALL registration fees will be forfeited. This policy is applicable to all First-Aid4All courses. If the participant or corporation members do not show up to the course, or have failed to make arrangements prior to the course start date to reschedule, he/she forfeits all fees. Extenuating circumstances may be exempt via instructor's discretion.

9. Risk to Client

The client understands there will be a physical component to their course. If the participant cannot perform the CPR component of the course, he/she may continue to take part in the course but will not be certified by the Governing Body of the course. All components of First Aid, CPR, AED and Heart & Stroke courses must be taken and successfully completed to receive certification.

10. Privacy Policy

First-Aid4All collects your name, mailing address, phone number and email for the purpose of registering for current and future courses. First-Aid4All clients will receive an email or telephone notification when the issued certificate is about to expire. To opt out of receiving recertification notice, please contact First-Aid4All via telephone or email. First-Aid4All will not sell, share or rent any personal client information. First-Aid4All transfers client information for certification purposes to the Canadian Red Cross or the Heart and Stroke Foundation through a secure database. First-Aid4All is not responsible for any intercepted information sent through any unsecured wireless devices. If there are any concerns, please register via phone or secure device.

11. Appeals

Participants can appeal any undesirable outcome of their certification. The first attempt will be to speak to the instructor at the end of the class. The instructor will make all reasonable and time-permitting attempts to assist the participants in any area in which he/she may need remedial instruction. If that attempt fails, the participant may appeal

to the program director via email or in person with a written/typed letter. The participant may be asked to repeat all or a portion of the course at a later date agreed upon by the participant and First-Aid4All. If available, a different instructor will be used. If the participant is again unsuccessful, he/she will have to re-register into another course and pay the original fees.

12. Complaints

All complaints will go directly to the First-Aid4All director and will be handled as soon as possible during regular business hours. If the complaint is urgent, all instructors have after-hours contact information for First-Aid4All Management. Every reasonable attempt will be made to resolve the complaint in a timely and appropriate manner. Complaints can be made via email, phone or in person.

13. Harassment

Any verbal or physical harassment will not be tolerated. Participants who harass others, use inappropriate language or make offensive jokes will be asked to leave the class and will not receive a refund or a chance to re-apply. The participant will not be given their certification if they have not completed the course requirements. Appeals may be made to First-Aid4All Management only.

14. Smoking

First-Aid4All has a strict No Smoking policy inside any of its Training Centre Locations. Also, we ask that cell phones are kept switched off during classroom training periods.

I/We agree to the Terms and Conditions.

Your signature and date

Please print this form and bring it with you to your course.