

ESB Medical – First Aid Training Terms and Conditions



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If you have any questions regarding these terms and conditions, please contact:

esbmedical@outlook.com

1. General

1.1 These Terms and Conditions apply to all First Aid Training services provided by ESB Medical (“the Company”, “we”, “us”, “our”).

1.2 By booking a course, the Customer enters into a legally binding contract with ESB Medical and agrees to these Terms and Conditions.

1.3 These Terms replace any previous training terms issued by ESB Medical

1.4 These Terms apply to the supply of training services and any related materials unless otherwise stated.

2. Definitions

- Customer: The person or organisation booking the course.
- Learner/Delegate: The individual(s) attending the course.
- Services: Any training course provided by ESB Medical.
- Individual: A person attending an open course.
- Organisation: A business, charity, group, or person booking on behalf of others.
- Business Day: Monday–Friday excluding public holidays in England and Wales.
- Onsite Training: Training delivered at the Customer’s venue.

3. Booking Conditions

3.1 Bookings may be made by email at esbmedical@outlook.com

3.2 Training may be delivered:

- At the Customer’s venue (if suitable), or
- At a venue arranged by ESB Medical (additional fees may apply).

3.3 ESB Medical may make reasonable changes to course content, trainer, venue, or timings where necessary

to:

- Meet legal or safety requirements, or
- Improve service delivery.

3.4 For onsite training, the Customer must ensure the venue is:

- Clean, safe, and suitable
- Large enough for practical training• Compliant with HSE and FAIB requirements

3.5 If the trainer deems the venue unsuitable, the course may be refused. In such cases:

- No refund will be issued
- The full course fee remains payable
- We will ask about the training space at the time of booking to try and avoid such a circumstance

3.6 Courses requested on weekends or bank holidays may incur an additional fee of £50 per course per

day.

3.7 Delegate names may be changed before the course date at no additional charge.

4. Payment & Deposits

4.1 Course fees are detailed in the quotation.

4.2 A non-refundable deposit of 20% is required within 3 days of accepting the quote to secure the booking.

4.3 The deposit may also cover:

- Venue bookings
 - Additional Course materials
- 4.4 The full balance must be paid before the course start date.
 ESB Medical reserves the right to refuse attendance until full payment is received.

4.5 ESB Medical reserves the right to charge interest on late payments:

- 3% per calendar month (calculated daily)

• Statutory late payment fees:

- o £40 for debts up to £999.99
- o £70 for debts £1,000–£9,999.99
- o £100 for debts £10,000+

4.6 Quotations remain valid for 14 days from issue.

4.7 Certificates will not be issued until full payment is received, unless agreed otherwise in writing.

4.8 ESB Medical does not charge VAT.

5. Consumer Cooling-Off Period

5.1 Where the Customer is a consumer, they may cancel within 14 calendar days of the contract being formed.

5.2 If cancellation occurs within this period:

- A full refund will be issued

6. Cancellation or Transfers by the Customer

Notice Given	Fee Charged
Over 28 days	0%
15-28 days	25%
1-14 days	50%
On the day / no attendance	100%

7. Cancellation or Transfers by ESB Medical

7.1 If ESB Medical cancels or reschedules a course:

- The Customer will be offered an alternative date, or
- A full refund

8. Rescheduling

8.1 Courses may be rescheduled without charge if at least 7 working days' notice is given.

8.2 Rescheduling with less than 7 working days' notice may incur a 25% fee.

9. Attendance

9.1 Failure to attend is treated as a cancellation with no notice (100% fee).

9.2 Learners arriving late or missing course elements may be refused completion.

9.3 All course elements must be completed to receive certification.

9.4 ESB Medical reserves the right to refuse admission where appropriate.

10. Suitability of Delegates

10.1 The Customer is responsible for ensuring the course is suitable for delegates.

10.2 ESB Medical will make reasonable adjustments where practicable.

10.3 Pre-attendance questionnaires will be sent for completion to understand any additional needs early on

10.3 Courses are delivered in English. Delegates must:

- Understand spoken and written English, or
- Provide their own interpreter at their own cost.

11. Age, Fitness, and Physical Requirements

11.1 Delegates must:

- Be aged 14 or over
- Be physically capable of practical training
- Wear suitable clothing
- Perform CPR on the floor for at least 2 continuous minutes

11.2 Reasonable adjustments will be made where safe and practical.

12. Replacement Certificates

12.1 Replacement certificates may be requested within 3 years.

12.2 PDF replacements are provided free of charge.

13. Liability

13.1 ESB Medical liability shall not exceed twice the course fee paid.

13.2 ESB Medical is not liable for:

- Indirect or consequential losses
- Loss of profits or business
- Parking or venue charges
- Delays beyond our control

13.3 Nothing limits liability for:

- Death or injury caused by negligence
- Fraud or misrepresentation

14. Complaints and Feedback

All complaints or compliments can be sent to esbmedical@outlook.com

We have a separate complaints procedure to refer to if it cannot be solved through the email above.

15. Refunds

15.1 Refunds are processed within 14 working days.

15.2 Refunds are made using the original payment method.

15.3 No refund will be issued where:

- A delegate fails the course
- A delegate does not attend

15.4 Partial or full refunds will be issued, depending on the circumstance.

16. Data Protection

16.1 Personal data will be processed only for service delivery.

16.2 Data will not be shared with third parties except where required.

16.3 Full details are available in the ESB Medical Data Protection Policy.

17. Termination

ESB Medical may terminate services immediately if the Customer:

- Breaches these terms
- Fails to pay
- Becomes insolvent

18. Copyright

All training materials are the property of ESB Medical and may only be used for personal learning.

19. Governing Law

These Terms are governed by the laws of England and Wales and interest rates for late payment based on the Bank of England calculations.

20. Acceptance of Terms

By accepting a quote or invoice, the Customer confirms that they:

- Have read these Terms and Conditions
- Agree to be bound by them