

FIRST AID TRAINING POLICIES

Booking policy

For customers who do not have approved credit accounts to secure a place on an Irish Red Cross course, the full fee must be paid at time of making the booking. A booking is made once a course place is agreed to be reserved and full payment is received, or if paying by credit or debit card, payment has been confirmed as authorised. If a reservation is being made without a credit card, places will be held temporarily pending receipt of payment but will be released if payment is not received 3 days. Customers who have approved accounts with the Irish Red Cross, will be invoiced and will have agreed terms on invoices. Invoices not paid within those terms are subject to an account collection process.

Cancellations by the Customer

We aim to keep our training fees low so that we can offer a cost-effective training solution to community organisations, businesses and individuals. In order to be able to do this, we are regrettably forced to charge for cancelled bookings.

Substitutions: At any stage, we are happy to change the participant where someone cannot attend but where an alternative person from the same organisation can attend in their place. We will not charge for this name change which can be done up to the commencement day of the course.

Our cancellation policy for public courses (public courses include any course that is open to the public to register on) is as follows:

- Cancellations made 5 working days or more before the course commencement date will be entitled to a full refund/credit
- Cancellations between 5 and 1 day notice will incur a cancellation charge equal to 50% of the course fee.
- Cancellations less than 1 days before a course or a "no show" on the commencement day of a course or cancellation during the course will incur a 100% cancellation fee.

Our cancellation policy for private/in-house courses (a private/in-house course is any course booked by a company/group that is for that group only and not open for registration to the public) is as follows:

- Reduction in number booked made 5 working days or more before the course commencement date will be entitled to a full refund/credit. Please inform us immediately of any changes in numbers as the instructor to student ratio may be such that the course is no longer viable or additional instructors may need to be organised.
- Reduction in number booked between 5 and 1 days before a course will incur a 40% cancellation fee
- Participant "no shows" on the commencement day of a course or cancellation during the course will incur a 100% cancellation fee.

- Cancellation or postponement of a full course up to 5 working days before the course will not incur any penalty
- Cancellation or postponement of a full course with less than 5 working days' notice will incur a postponement charge of 25% of the full course fee.

All cancellations must be confirmed in writing addressed to Commercial department, Irish Red Cross, 16 Merrion Square, Dublin 2 or via email to courses@redcross.ie, or such other address as may be designated in writing by the Irish Red Cross from time to time. Cancellations will only be confirmed when written notice of cancellation is received by registered post or confirmed email delivery. Any notice of cancellation will only be effective once it has been acknowledged by the Irish Red Cross.

Any payments made will be credited towards the cancellation charge and other outstanding amounts from that customer, and refunds issued thereafter where the customer account is in credit.

Cancellation / Rescheduling by the Irish Red Cross

Although we aim to run courses on the advertised dates, this is not always possible. The Irish Red Cross reserve the right to cancel or reschedule courses where a course has insufficient enrolments or where other factors force the Irish Red Cross to cancel the course.

In the event of the cancellation of any course by the Irish Red Cross, you will receive notification of at least 5 working days before the course is due to begin. Payments for places on that course will be refunded in full unless the customer wishes to use that payment to book onto another Irish Red Cross course.

Individual consumer's rights under the European Communities (Protection of Consumers in Respect of Contracts Made by Means of Distance Communication) Regulations 2001 are not affected by this policy.