

First Aid & Safeguarding Courses – Refunds and Transfers Policy

For delegates wishing to cancel:

Delegates have 14 days from the date of booking to cancel and receive a full refund or transfer to another date free of charge. After this period of time, if they wish to cancel they will need to contact the Education team 15 days prior to the date the course is due to commence in order to receive a 50% refund or pay a 25% admin charge to rebook. If less than 15 days' notice is given then we will be unable to refund or cancel the booking unless on medical grounds.

For medical withdrawals we will offer a 75% refund or re-book paying a 25% admin charge, and we must receive medical evidence in the office no later than five working days after the intended course date.

For Accredited Professional Coaches (with or without insurance): as First Aid and Safeguarding is included in their membership, APCs can withdraw up to, and including, the day of the course

For Accredited Professional Centre Coach/Groom/Ride Leader: First Aid and Safeguarding are not included as part of their membership as such they will abide by the terms and conditions outlined above

For Accredited Professional International Coaches: only Safeguarding is included as part of their membership and as such International APCs can withdraw up to, and including, the day of the course. First Aid is not included and they will need to abide to the terms and conditions outlined above.

If we cancel a course:

Due to low numbers:

All courses are checked for viability approximately 10 working dates prior to the course date. At this point, any course that has insufficient numbers may be cancelled. In this instance, delegates booked on the cancelled course will receive a full refund or free course transfer.

Due to adverse weather:

In the event of adverse weather conditions, a decision will be made on the last working day before a course is due to take place as to whether or not it will be cancelled. If a course should be cancelled, for any reason, each delegate will be telephoned and be sent an email confirmation advising them of the cancellation.

It is the responsibility of each delegate to ensure that the Education team has their correct contact details, which must include a telephone number with an answering service. We will also follow up any voicemails with an email to the delegate. If delegates then arrive at a venue for a course that has been cancelled, any expenses incurred by a delegate are wholly their own.

If a centre/organiser cancels the course:

If the centre holding the course, or the presenter is unable to take the course, all delegates will be contacted by telephone and a message will be left if we are unable to reach the delegate. For any delegates that we are unable to contact, an email will be sent as a follow up. Where possible, we will look to reschedule the course to allow delegates to complete their course. Delegates will be contacted as soon as a new date has been confirmed, and will be given priority over those who were not already booked to the cancelled course.

If the rearranged date is unsuitable, delegates will be offered a free transfer to a new course date or a full refund.