

Terms & Conditions of booking



- 1 A binding Contract will be formed when KEITS Limited accepts a Delegate's order for services.
- 2 A copy of these terms and conditions will be despatched with the booking confirmation letter sent by KEITS Limited. If the Delegate has not had prior sight of them and reasonably objects to any of these terms and conditions, the Delegate shall be entitled to notify such objection to KEITS Limited within 7 days of first sight (failing which these terms and conditions will be deemed to have been accepted) and, provided a solution to the objection cannot be reached between parties, cancel the Contract without penalty after 7 days of such notification.
- 3 Payment must be made in full prior to the course date. Certificates to prove completion of the course may be withheld by KEITS Limited until payment is made. No refund shall be given should a delegate fail any course provided by KEITS Limited.
- 4 **If the Delegate notifies KEITS Limited of an intention to cancel any first aid booking more than 7 working days prior to the commencement date, a full refund will be given. No refund will be given if a delegate does not attend the course on the chosen date and the full course fee will remain payable.**
- 5 **The full cost of the course will be charged for Delegates who arrive late or who are absent of all or part of the course. In case of illness we are able to transfer delegates on to another course provided that we receive a medical certificate if the delegate is happy to provide this. If a medical certificate cannot be supplied we will accept confirmation from the companies HR department that the delegate was unable to attend the course date due to illness and have had sight of a sick note to that effect.**
- 6 Substitutions will be accepted providing they meet the pre-requisite criteria and the request is received by KEITS Ltd prior to the course start date.
- 7 KEITS Limited reserves the right to cancel and/or amend course dates, times, contents and venues. Every effort will be made to give the Delegate as much notice as possible and offer a reasonable alternative. If these are not satisfactory, KEITS Limited shall refund the full price of the course. No further compensation will be given.