

TERMS AND CONDITIONS

1. MCG Training Ltd (MCG) will be happy to hold provisional dates for our clients to give time to confirm numbers/venue etc, subject to an agreed time frame, but not indefinitely.
2. MCG's receipt of a completed booking form will secure/confirm a training course booking.
3. Cancellation of a confirmed booking by the client within 14 days of the course start date will incur the full fee unless rescheduling of the course has been agreed and the new booking confirmed.
4. Should MCG be forced to cancel a course at the last minute/same day, due to trainer illness or other force majeure (external forces beyond our control eg vehicle breakdown, extreme weather etc), the course will be rescheduled as soon as possible. The client, however, may have to accept an alternative trainer.
5. For all courses there must be a maximum of 12 candidates per trainer. If the client needs to exceed this ratio for first aid courses, additional trainers will incur an extra cost.
6. All delegates are required to arrive on time for the training and may be turned away (at the discretion of the trainer) if they are unreasonably late.
7. The duties of a first aider at work can be physically demanding. All delegates must be physically able to provide colleagues with first aid, eg be able to kneel on the floor and administer cardio pulmonary resuscitation in line with the Health & Safety Executive's (HSE) Approved Code of Practice; free from any condition that will affect their participation in the course and their capability to carry out the duties of a first aider; be reliable, with the necessary disposition and communication skills; be able to cope with stressful and physically demanding emergency procedures; be easily reachable in the event of an emergency at work, and be at least 18 years old. Delegates who are unable to meet the above requirements will not be deemed competent to act as first aiders in the workplace. It is the responsibility of the client to select suitable persons to train to become first aiders in the workplace. A minor injury or illness may be accommodated on the day of training, at the full discretion of the trainer, or it may be decided that the qualification certification will be replaced by an attendance certificate.
8. We can train people as young as 12 years old on our community and awareness first aid courses eg Emergency First Aid (EFA), DofE and Activity First Aid (AFA), but anyone younger than 16 years of age must be accompanied by a responsible adult. We can also teach children of all ages if they are in a school/youth organisation environment and a teacher is present and/or our trainer has a recent DBS check.
9. Delegates are required to wear appropriate clothing and footwear for first aid training. Clothes should be non-restrictive; footwear should be comfortable, provide adequate support

and not be open-toed. Ladies are strongly advised to wear trousers for first aid training courses.

10. MCG expects all delegates to behave in a professional and courteous manner at all times towards trainers(s) and other delegates; take part willingly in all activities and assessments as instructed by the trainer(s); refrain from any activities which constitute delegate malpractice ie cheating or collusion and complete all assessments of their own accord, using the knowledge and skills obtained through the training and learning activities.
11. By signing the delegate register at the beginning of the course, all delegates agree to abide by MCG terms and conditions.
12. MCG has an equal opportunities policy and to ensure all attendees are treated fairly and their requirements are fully met, the client must detail in advance, any special arrangements that are needed to enable their full participation in the training. MCG does not provide any specialist equipment and/or personnel such as signers or translators. These can, however, be sourced at the client's own cost.
13. Recertification of the 3-day First Aid At Work (FAW) qualification – if the delegate's certificate expired within one month of the 2-day requalifier training (FAWR), they may attend the 2-day course. If their certificate expired over one month before the FAWR, but less than 3 months and they can prove they attended a refresher course in the qualification period, they can attend the 2-day FAWR. Over 3 months and they must repeat the 3-day course to requalify.
14. Except in respect of death or personal injury caused by the negligence of MCG, the company shall not be liable by reason of any representation (unless fraudulent) or implied warranty, condition or other term, or any duty at common law or under these terms and conditions, for any loss of profit or any indirect special or consequential loss, costs, expenses or other claims for compensation.
15. Please visit www.mcgtraining.co.uk for our privacy policy under the GDP Regulations.
16. MCG has a complaints policy and procedure available on request.
17. MCG payment terms are 30 days from invoice. The client shall pay VAT on all fees at the prevailing rate.
18. No refunds will be issued for any reason, including, but not limited to, relocation, illness and unused course bookings.
19. MCG reserves the right to increase its prices at any time in the future.
20. These terms and conditions and any order which the customer places with MCG to which these terms and conditions apply shall be governed by and construed in accordance with the laws of England and Wales.



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Core Values - Quality | Service | Integrity | Communication

Purpose - To teach people how to manage an out-of-hospital medical emergency, prevent injury and promote health and wellbeing, both at work and at home.
Mission Statement - To help organisations build and maintain a positive safety culture and control their own health, safety and wellbeing management systems.