

First Line Medical Ltd | Training Terms and Conditions of Engagement

These Terms and Conditions apply to all training courses delivered by First Line Medical ("the Company"). By confirming a booking or accepting a quotation, the client ("you" or "the customer") agrees to be bound by the following terms.

1. Booking, Deposit & Payment

Acceptance of a quotation forms a binding agreement to pay for the services quoted, including any additional charges incurred due to circumstances beyond the Company's control. These include, but are not limited to:

Events overrunning their scheduled time.

At the Company's discretion, a 50% deposit may be requested from new clients to secure a booking.

The balance of the fee is payable in full and without offset or deduction, either upon:

Completion of the training course, or

Receipt of invoice, whichever is earlier.

All payments must be made via BACS transfer, unless otherwise agreed in writing.

2. Late Payment Charges

Invoices not settled within the stated terms (typically 14 days from the invoice date, unless otherwise stated) will incur:

A £45 late payment fee, and Statutory interest charged daily in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, currently 8% above the Bank of England base rate (as of April 2025).

3. Cancellation Policy

Cancellation charges will apply as follows:

Within 7 calendar days of the course date: 100% of the agreed fee.

Within 14 calendar days: 50%

Within 60 calendar days: 25%

Within 90 calendar days: 10%

More than 90 calendar days: No charge

4. Force Majeure

The Company shall not be held responsible for failure to deliver services due to circumstances beyond its reasonable control, including but not limited to:

Mechanical breakdown

Equipment failure

Venue power failure

Staff illness

Extreme weather, fire, flood, lightning strike, or any force majeure event

5. Delayed Arrival

If a trainer is delayed due to a public emergency or legal obligation (e.g., being flagged down while operating a marked ambulance), the Company will make every effort to arrive as soon as possible.

No liability will be accepted for delays or any resulting losses, costs, or inconvenience.

6. Parking & Access

It is the client's responsibility to provide free and accessible parking for trainers.

Where parking is not provided, the Company reserves the right to invoice for:

Parking fees and fines (e.g. Penalty Charge Notices)

Road tolls

Congestion Charges

Low or Ultra Low Emission Zone (ULEZ) fees

7. Equipment & Damage

The Company will provide all equipment and consumables necessary for the delivery of the training course. The client is responsible for ensuring that the training environment is safe. Any damage to Company equipment caused by negligence may be chargeable.

8. Overtime Charges

If the training extends beyond the agreed time, the additional time will be charged at the agreed hourly rate, rounded up to the next 30-minute increment.

9. Liability

The Company's maximum liability under this agreement (excluding injury or death caused by negligence) shall be limited to the total value of the contract. The Company cannot be held financially responsible for cancellation of a course due to unforeseen events or factors outside its control.

10. Facilities & Welfare

The client must ensure the following are available at the training venue for both trainers and course attendees:

Clean, fresh drinking water

Toilet and handwashing facilities

A designated break/rest area

Failure to provide these may result in the course being delayed or cancelled, with no refund due.

11. Complaints

Any concerns or complaints should be raised immediately during the course where possible. If this is not feasible, complaints must be submitted within 24 hours of the course ending. The Company reserves the right not to investigate complaints received after this period.

12. Course Attendees & Reductions

The course will be delivered for the number of attendees stated on the quotation or booking confirmation. If the client wishes to reduce the number of participants, written notice must be given at least 7 working days before the course start date. Reductions requested after this period will not be eligible for a price adjustment or refund.

13. Client Responsibilities

The client is responsible for:

Ensuring all attendees arrive on time and are fit to participate.

Informing the Company of any specific health or learning needs of attendees at least 5 working days prior to the course.

Providing any venue-specific information such as entry codes, access times, or security protocols in advance.

14. Certification

Certificates will only be issued upon:

Full attendance of the course and the completion of assessments (if applicable)

Receipt of full payment for the course