Bart's City Life Saver

CANCELLATION AND REFUND POLICY

This policy refers to bookings made by individuals.

1. Cancellations

1.1 You may cancel your booking up to 48 hours before the course and receive a full refund. To cancel your booking, please email info@bartscitylifesaver.org or call us on **07592 548322**.

1.2 We regret that we are unable to refund cancellations received less than 48 hours before the course, regardless of the reason for cancellation.

1.3 Bookings made less than 48 hours before the course are automatically non-refundable in the event of cancellation, in accordance with 1.2 above.

1.4 If you are unable to attend the course, you may transfer your place to another individual. You must inform us of this, and confirm the name, email address and mobile number of the person attending in your place, at least 24 hours before the course.

1.5 Bart's City Life Saver may need to cancel a course if there are insufficient bookings to cover the costs of running the course or in the very unlikely event of trainer illness or unavailability. In this case we will offer a place on an alternative course at no extra charge. If you are unable to attend on any of the alternative dates offered, we will provide a full refund.

2. Rescheduling a booking

2.1 You may reschedule your booking up to 48 hours before the course at no charge. To reschedule your booking, please email info@bartscitylifesaver.org or call us on **07592 548322**.

2.2 If you inform us less than 48 hours before the course that you wish to reschedule your booking, we regret that we will not be able to accommodate this free of charge, regardless of the reason for rescheduling. You will need to book onto another course via our website www.bartscitylifesaver.org/booknow and pay the course fee for the new date.

2.3 Bookings made less than 48 hours before the course cannot be rescheduled free of charge, in accordance with 2.2 above.

3. Late arrivals

3.1 You should arrive in plenty of time for the course to start promptly at the stated time. If you arrive more than 15 minutes after the start time of the course, we reserve the right to refuse admittance because you may have missed too much of the training and your learning may be compromised. Late arrivals also cause disruption to other participants.

3.2 If you do not attend the training due to lateness, we are unable to offer you a refund and we are unable to book you onto another course free of charge.

3.3 If you wish to attend a course on an alternative date, you will need to make a new booking via our website www.bartscitylifesaver.org/booknow and pay the course fee for the new date.

4. No-shows

4.1 If you do not attend the course and you have not given us prior notice that you need to cancel or reschedule your booking in accordance with the policies above, we are unable to offer you a refund and we are unable to book you onto another course free of charge.

4.2 If you wish to attend a course on an alternative date, you will need to make a new booking via our website www.bartscitylifesaver.org/booknow and pay the course fee for the new date.

5. Inability to participate in practical exercises

To complete any of our Basic Life Support courses, you will be expected to practise and demonstrate putting someone in the recovery position and perform two rounds of cardio-pulmonary resuscitation (CPR). These practical exercises will require you to kneel on the floor. To perform chest compressions, you must also be able to position your shoulders over the casualty with straight arms and elbows locked, and use the heel of your hand to push the breastbone down firmly and smoothly.

If you have any health issues, injuries or physical limitations which you think may affect your ability to fully participate in the practical exercises, please inform us in advance by emailing info@bartscitylifesaver.org or calling us on **07592 548322** and we will make every effort to make reasonable adaptations.

If we have not been advised of or consulted about any such constraints before you attend the course, and you are unable to demonstrate competence in the practical exercises, we are unable to offer a refund for your place on the course. We can however provide a certificate of attendance rather than a certificate of competence.