

Booking Terms and Conditions

By booking a course placement at the **Central Scotland Training Centre (CSTC)**, delegates acknowledge and agree to be bound by the terms and conditions in this document.

1. PRE-COURSE ISSUES

- 1.1. Booking a course placement.** Course placements shall be allocated on a 'first come, first served' basis. No placement shall be secured until a complete application form and clearance of payment has been fully received by CSTC. The delegate accepts that it may take up to one calendar week for all online and telephone card payments to clear, during which it may be possible for any last spaces on a course to be taken by another delegate.
- 1.2. Cooling off period.** The 24-hour period immediately after a booking application and payment has been submitted by a delegate is known as the 'Cooling Off Period'. During the Cooling Off Period, a delegate may change their booking at no additional cost. If a delegate cancels during the Cooling Off Period, a full refund of all monies paid by the delegate shall be issued by CSTC without any question or objection.
- 1.3. Fees and charges.** All booking fees & charges shall be as defined in the appendices of this document.
 - 1.3.1.** The booking fee for a course shall comprise the 'course fee' plus an 'administrative charge'. Any accommodation or course manual postage and packaging costs are separate from the booking fee.
 - 1.3.2.** After the 'Cooling Off Period', the administrative charge is non-refundable.
 - 1.3.3.** Postage and packaging (P&P) for delivery of the course manual: as delegates come from all over the world, P&P may vary depending on the destination where the manual is to be shipped.
 - 1.3.4.** The pre-course preparation materials, if they have already been issued to the delegate, shall be deducted from the course fee in the event of any refund being issued to the delegate.
- 1.4. Community Discount.** Delegates residing within CSTC's catchment area (Greater Glasgow) may be eligible for a community discount on their course fee (up to 10%). The standard course fee is initially to be paid by all delegates. CSTC, upon review of a delegate's application, may exercise discretion to award the delegate the community discount which shall then be applied as a refund during processing of the delegate's payment. The discount shall apply only to the course fee, and not to any additional costs (e.g. postage and packaging, accommodation etc.)
- 1.5. Card payments.** All online/telephone card payments shall be processed by WorldPay. Card payments may take up to one calendar week to reach CSTC. Delegates recognise and accept that CSTC shall be in no way responsible for failure of WorldPay services for reasons that are out-with CSTC's control.
- 1.6. Third party payments.** Where delegates rely on a third party (e.g. their employer) to make a payment, the delegate shall be responsible for liaising with the third party to ensure it has made the payment. CSTC shall assume no responsibility for delay or failure of the third party to pay on behalf of the delegate.
- 1.7. Invoices.** CSTC shall raise an invoice upon written request by the delegate or their duly appointed representative. The onus shall be on the delegate to ensure that any third party representative has made such an invoice request. CSTC accepts no responsibility for any payment delay as a result of failure or delay in requesting of invoices.
- 1.8. Receipts.** All card payments shall automatically generate an electronic receipt (issued by WorldPay), e-mailed to the delegate's designated e-mail address. CSTC shall not issue any additional receipt unless expressly requested by the delegate, in writing. Upon receiving such a request, CSTC shall issue a receipt within 30 calendar days.
- 1.9. Cancellation requests.** Booking cancellation requests must be made in writing to CSTC. An e-mail shall suffice.
 - 1.9.1.** Cancellation requests received within 24 hours of the initial booking shall be deemed to be within the 'Cooling Off Period' and, as such, be eligible for a full monetary refund at no additional charge.
 - 1.9.2.** Cancellation requests received after the 'Cooling Off Period' but more than 30 days before the course date shall be eligible for a portion of the course fee to be refunded in the form of CSTC Booking Credits (see 1.12 on how to use the credits). The portion of the course fee (i.e. booking fee minus administrative charge and the cost of any pre-course materials that have already been issued) shall be refunded as follows:
 - More than 60 days before a course date: 100% of the course fee
 - 45-60 days before a course date: 75% of the course fee
 - 31-45 days before a course date: 50% of the course fee
 - 30 days or less before a course date: No refunds

1.10. Transfers

1.10.1. Transfers are on a non-recurring basis. Only one transfer is permitted per initial booking. Once a transfer is complete, the new course placement becomes fixed (i.e. no further amendments/ transfers are permitted).

1.10.2. Transfers requested by delegates. Transfer requests must be made in writing at least 2 weeks prior to the original booked course date. Transfer requests must state the date of the future course to which the delegate wishes to be transferred. Such transfer requests shall only be valid if the new course chosen by the delegate has spare capacity. If a valid date is not chosen at least 2 weeks prior to the original course date, the transfer option shall end. If the delegate's chosen date is invalid, CSTC reserves the right to decline the transfer or offer the course fees (i.e. booking fees minus the administrative charge) in the form of CSTC Booking Credits.

1.10.3. Transfers offered by CSTC. If CSTC is unable to accommodate a delegate on a course, for any reason (e.g. course is postponed), CSTC reserves the right to transfer the delegate to the next available course that has spare capacity or offer the delegate the course fee as CSTC Booking Credits, at CSTC's sole discretion.

1.11. Standby lists. Delegates who have a confirmed placement on a CSTC course may request a 'Standby' placement for an earlier course date (on a course that was full at the time of delegate's original booking).

1.11.1. If a space subsequently becomes available on the delegate's chosen Standby course, the delegate shall be transferred from their original course date to the Standby course date at no additional charge.

1.11.2. Once a delegate has been transferred from their original course date to the standby course date, the new course date becomes fixed (i.e. no further amendments or transfers are permitted).

1.12. Refunds. Monetary refunds, from the date of authorisation by CSTC, shall be processed within 30 calendar days. Refunds in the form of CSTC Booking Credits may be used by the delegate to book a fresh CSTC course within one calendar year from the date of the original booking. After one calendar year, the CSTC Booking Credits shall expire. Delegates are advised to utilise their CSTC Booking Credits as soon as possible as course prices may fluctuate or, indeed, increase. Should that situation prevail, if the CSTC Booking Credits do not cover the new (higher) course price, the delegate shall be required to pay the difference before being able to secure a placement on the course.

1.13. Course manual issues.

1.13.1. CSTC shall post manuals to the personal address provided by the delegate on their course booking form. Delegates are responsible for notifying CSTC of any address changes prior to the course manual being issued.

1.13.2. By booking a course placement, delegates acknowledge and accept the risks of postal delays or risk of failure of delivery as a result of the postal service or courier service. In doing so, delegates absolve CSTC of any responsibility for such delay or failure to receive course correspondence or course materials. The delegate agrees to bear the cost associated with reissuance of such correspondence or materials.

1.14. Awarding Body issues. The delegate acknowledges and accepts the risks of delivery delays or failure of receipt of pre-course learning materials/access as a result of the Awarding Body (e.g. their website may be undergoing maintenance). In doing so, the delegate absolves CSTC of any responsibility for such delay or failure to receive pre-course learning materials/access. In matters pertaining to e-learning, the delegate is responsible for contacting the host of the e-learning website. CSTC shall assume no responsibility for failure of the e-learning website.

1.15. Pre-course access. CSTC shall strive to ensure that delegates receive pre-course access to learning materials in a timely manner, as per course regulations. Should the delegate not receive their pre-course learning materials on time, the delegate shall be responsible for notifying CSTC and taking the necessary steps to rectify the issue.

1.16. Pre-course learning. The delegate is responsible for completion of all pre-course learning prior to attendance at the face-to-face (F2F) component of the course, in accordance with course regulations. Where a course has a pre-course online component of the course, it is recommended that these are completed at least 2 working days before the F2F in order to allow sufficient time for the course administration team to prepare and set up the course. Failure to complete the pre-course online component may result in the delegate not being allowed to obtain a F2F completion certificate even if they subsequently complete the online component at a later date. No refunds shall be given if a delegate fails to complete the pre-course online component in time for the relevant course.

1.17. Short notice applications. For applications received less than 30 days before a course (known as a 'Short Notice Application'), there shall be no 'Cooling Off Period' – the booking fees, once received by CSTC, are non-refundable. Delegates acknowledge and accept that pre-course learning materials shall not be issued by CSTC until the application and payment have been fully processed and, consequently, they will have limited preparation time if they apply for a course at short notice. CSTC accepts no responsibility for such short notice applications and any impact such short notice may have on a delegate's preparation, performance or course outcome.

1.18. Cancellation or postponement of a course by CSTC. At all times, CSTC reserves the right to cancel or postpone a course if it deems it necessary. In such an event, CSTC shall offer the delegate a transfer to a future course or refund at the sole discretion of CSTC. Exceptionally, CSTC reserves the right to offer alternative means of remuneration or compensation, if a transfer or refund is not possible.

2. IN-COURSE ISSUES

- 2.1. Attendance.** Delegates are responsible for attending all sessions during a course in a timely manner, as directed by the course administration or directorial team. Delegates acknowledge and accept that failure to attend in a timely manner on their part may result in an 'incomplete' or 'fail' outcome to their course. No refunds or transfers shall be issued by CSTC in such an event. If a delegate refuses to take part in a teaching session on health or religious grounds, this should be brought to the attention of the Course Director. The Course Director will try, where possible, to resolve the issue. If, however, this is not possible CSTC may not be able to accept responsibility for the issue or its impact on the delegate's course certification/completion. It is therefore recommended that delegates bring such matters to the attention of the course administrator before booking the course as all course fees, once paid, are subject to the cancellation policy outlined in the appendices of this document.
- 2.2. Health and safety.** At all times (in relation to their course attendance: before, during and after the course) delegates agree to adhere to CSTC's Health and Safety Policy. Upon written request, CSTC shall provide a delegate with a copy of the CSTC Health and Safety Policy for their perusal.

3. POST-COURSE ISSUES

- 3.1. Post-course placements.** Delegates who require a future course placement in order to complete elements of a course (e.g. to undertake a 3rd ALS CAS test or to attend missed teaching sessions in the case of an 'incomplete' APLS course), the responsibility for organising such placements shall lie solely with the delegate. At no point shall CSTC be responsible for ensuring such placements. Communication of the outcome of any post-course placements also lie with the delegate. CSTC reserves the right to verify such outcomes with the supporting centre where the delegate undertook their post-course placement before notifying the accrediting body of the delegate's placement outcome.
- 3.2. Certification.** Delegates acknowledge & accept that CSTC is not responsible for issuance of certificates of successful completion, and that this right lies solely with the accrediting body. Delegates shall be responsible for contacting the accrediting body if they have any difficulties in obtaining their certificate.
- 3.3. Instructorship nominations.** Any nominations for instructorship shall be undertaken by the faculty in accordance with course regulations. Instructorship nominations are made on an invitation basis only and may not be demanded by delegates. Delegates shall respect and accept the decision of the teaching faculty in such matters as final.

4. GENERAL ISSUES

- 4.1. Communications.** CSTC shall assume no responsibility for failure of arrival of communications that it sends to delegates, e.g. via e-mail or post, for reasons out-with their control (e.g. delegate's e-mail server filters the e-mail out into SPAM and the delegate is not aware of the e-mail).
- 4.2. Legal entity.** CSTC shall be recognised and accepted by the delegate as the trading name of MERAS Healthcare Limited, the parent legal entity, for the purposes of course administration and management (including processing of payments).
- 4.3. Complaints and concerns.** Any issues of concern (including complaints) about a course (booking, attendance etc.) shall, in the first instance, be raised by the delegate in writing to the CSTC administrator. If the matter cannot be solved to mutual satisfaction, the issue may then be escalated to the course director for the respective course. If the matter cannot be solved to mutual satisfaction, the issue may then be escalated to the CSTC centre director. If that still does not resolve the concern, the issue may then be escalated to the accrediting body. If the accrediting body is unable to resolve the dispute, the matter may be resolved through legal means. Any issues of concern (including complaints) about CSTC itself shall, in the first instance, be raised by the delegate in writing to the CSTC duty manager. If the matter cannot be solved to mutual satisfaction, the issue may then be escalated to the CSTC centre director. If that still does not resolve the concern, the issue may then be escalated to the accrediting body. If the accrediting body is unable to resolve the dispute, the matter may be resolved through legal means. In all matters of dispute, the Laws of Scotland shall prevail.

Appendix – CSTC Fees and Charges

	Booking Fees ¹		
	Course Fee ²	Admin Charge	Total
RCUK / ERC Courses			
Immediate Life Support e-learning course (e-ILS)	£75	£25	£100
Immediate Life Support – standard course (ILS)	£125	£25	£150
Paediatric Immediate Life Support (pILS)	£125	£25	£150
European Paediatric Advanced Life Support – recertification course	£300	£30	£330
European Paediatric Advanced Life Support – standard course (EPALS)	£450	£45	£495
Advanced Life Support e-learning course (e-ALS)	£450	£45	£495
Advanced Life Support – standard course (ALS)	£600	£60	£660
ALSG Courses			
Pre-Hospital Paediatric Life Support (PHPLS) – paramedics (special rate) ³	£250	£25	£275
Pre-Hospital Paediatric Life Support (PHPLS) – all other applicants	£600	£60	£660
Advanced Paediatric Life Support – recertification course (R-APLS)	£450	£45	£495
Advanced Paediatric Life Support (APLS)	£600	£60	£660
CSTC Courses			
Basic Life Support course e-learning course (e-BLS)	£25	£25	£50
Basic Life Support course (BLS)	£50	£25	£75
Anaphylaxis course	£50	£25	£75
Automatic External Defibrillator (AED) course	£50	£25	£75
Emergency Paediatric First Aid course (EPFA)	£75	£25	£100
Emergency First Aid course (EFA)	£75	£25	£100
Paediatric First Aid course (PFA)	£125	£25	£150
First Aid course (FA)	£125	£25	£150
Teaching Skills Courses			
Immediate Life Support Instructor course (ILSi)	£125	£25	£150
Generic Instructor Course (GIC)	£680	£70	£750
Pre-Course Learning Costs			
	Mainland UK	Europe	Rest of World
Online access to e-learning modules + registration with accrediting body	£26 (ALS/e-ALS/EPALS/GIC), £80 (PHPLS), £130.50 (APLS)		
Course manual (electronic copy) – APLS only	£40		
Course manual (hard copy) – pILS, ILS, e-ILS, GIC	£30	£55	£65
Course manual (hard copy) – ALS, e-ALS, EPALS, EPALS Recertification	£40	£65	£75
Course manual (hard copy) – APLS, PHPLS	£50	£75	£85
Accommodation & Subsistence Costs ⁴			
	Single person	Couple	Family ⁵
B&B / Hotel Accommodation			
Bed only	£75 per night	£85 per night	£170 per night
Bed and breakfast	£85 per night	£105 per night	£210 per night
Bed, breakfast and dinner	£100 per night	£135 per night	£270 per night
Private Serviced Apartments (self-catering)			
Standard bedroom	£75 per night	£85 per night	N/A
En-suite bedroom	£85 per night	£105 per night	N/A
Whole apartment	£150 per night	£160 per night	£180 per night
Broken weekend ⁶ supplement (one room)	£40	£45	N/A
Broken weekend ⁶ supplement (whole apartment)	£75	£80	£90
Notes: Apartments are fully furnished. Bedrooms are private and lockable. Lounge and kitchen are shared. Apartments are only for course delegates and their families. Guests are not permitted. Where possible, we will always try to put delegates of the same gender in each apartment.			

¹ Excludes postage & packaging (P&P) for delivery of the course manual. As delegates come from all over the world, P&P may vary depending on where the manual is to be shipped.

² The course fee includes the cost of the pre-course learning materials.

³ Must be booked at least 6 months in advance to be eligible for the special rate. There will be a limited number of placements available at this rate, as it is heavily subsidised by CSTC.

⁴ Subject to availability.

⁵ A maximum of two adults & two children (under 12 years of age). Each child aged 12 years or above shall be charged on an adult basis.

⁶ This is where only a Friday or a Saturday night is booked, rendering the room/apartment unusable for weekend (Fri + Sat night) bookings.