

Course booking terms and conditions and cancellation policy

Effective from 23rd May 2022.

Please note these 'Terms and Conditions' may be subject to change without notice.

Booking

- For current course dates and venues, please refer to www.alsg.org.
- When booking a course, you will be redirected to the secure online payment system provided by PayPal. We do not store credit card details, nor do we share customer details with any third parties. ALSG do not disclose buyers' information to third parties.
- Before booking onto the course, please ensure you are eligible to attend the course by reading the eligibility criteria in the booking information.
- If you are not eligible and pay for a course, the cancellation fees below will apply. It will take up to 4 weeks to get a refund.
- Before booking, if you are travelling to the course from overseas, please ensure you can obtain a visa.
- If you book and are unable to obtain a visa, a refund will not be payable.

Cancellation policy

- If you wish to cancel your place on the course you should email cancellations@alsg.org, and include your:
 - account number
 - name
 - address
 - telephone number
 - course date and type
 - the PayPal transaction number from your receipt
- In the event of there being insufficient numbers booked onto a course, ALSG reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by ALSG, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another ALSG course. ALSG shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.
- In the event of cancellation of a course occasioned by (force majeure) any act of God, fire, act of government or state, war, civil commotion, insurrection, embargo, prevention from or hindrance from obtaining any raw materials or energy, sickness or other cause beyond ALSG's reasonable control, refunds will not be due, rather the course booking and fees will be transferred to a course at ALSG on a later date. ALSG shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Cancellation fees

The following cancellation fees apply:

Cancellation up to 12 weeks before the first day of the course	100% refund
Cancellation between 12 and 6 weeks before the first day of the course	50% refund
Cancellation within 6 weeks of the first day of the course	0% refund

A £25.00 admin fee, plus the cost of the manual and postage and packaging, if it has been dispatched, will be charged in addition to the above for all cancellations.

Extenuating Circumstances

If you are unable to attend any of the course, due to extenuating circumstances including COVID-related issues, you must inform ALSG as soon as possible. ALSG will provide you with one free transfer to another course date. Only in exceptional circumstances and after a postponement has been provided, will a refund be considered. If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.

Course Provisions

- Accommodation and travel are the responsibility of the candidate.
- Lunch is provided on all full day courses unless otherwise stated. The cost is included in course price. Any special dietary requirements need to be notified in writing to ALSG in advance of the course commencing.

If you need to reach us, you can do so by:

Email: enquiries@alsg.org

Live chat: www.alsg.org

Post: Advanced Life Support Group

29-21 Ellesmere Street

Swinton

Manchester

M27 0LA.

Policy	Last approved version	Last reviewed by	Last review date	Approved by Trustees on
Course booking terms and conditions and cancellation policy	April 2022	Sinead Kay	April 2022	28 th April 2022