

Course booking terms and conditions and cancellation policy

Effective from 13th November 2014. Please note these 'Terms and Conditions' may be subject to change without notice.

Booking

- For current course dates and venues, please refer to our website.
- When the order is placed on our website, 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 3rd 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 apply and pay for a course 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 are able to 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 e-mail cancellations@alsg.org, you must include your account number, name, address, telephone number, course date, type and it is essential that you quote the PayPal transaction number from your receipt.
- Please note the following:
 - A £25.00 admin fee, plus the cost of a manual if it has been dispatched, will be charged for all cancellations.
 - For cancellations less than 12 weeks before the course date*, we will only refund the fee (less £25.00 admin fee plus the cost of the manual) if we can fill the course place.
 - ***EXCEPTION DURING COVID-19: The exception to this is where a cancellation is more than 12 weeks before the course date but the course is likely to be postponed as the COVID-19 situation progresses. Candidates on these courses will be offered a transfer to a course at ALSG on a later date.**
 - A refund (if applicable) will only be paid after 28 days has elapsed from the cancellation date.
- 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.

Extenuating Circumstances

If you are unable to attend any of the course, due to extenuating circumstances you must inform ALSG as soon as possible. ALSG will consider these cancellations on a case by case basis and may in exceptional circumstances provide a refund. In order for us to consider this fully, 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.
- A buffet lunch is provided on all full day courses unless otherwise stated. The cost is included in the price quoted. Any special dietary requirements need to be notified in writing to ALSG in advance of the course commencing.

If you need to reach us, please email us using on enquires@alsg.org, alternatively, you can call on +44 161 794 1999, fax us on 0161 794 9111 or write to us at 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 an cancellation policy	3 rd March 2020	Sue Wieteska	March 2020	3 rd March 2020