



Terms and Conditions

TERMS & CONDITIONS FOR COURSE RESERVATIONS

In these terms and conditions of trading, 'client' means the person(s), company or organisation for whom the services of Ikon Ambulance services Ltd (IAS) are provided; 'student' means the individual nominated by the client to attend a Ikon Ambulance services Ltd (IAS) course as a delegate.

1. FEES / HIRE CHARGES

Fees and Hire Charges are valid for thirty days from date of quotation.

2. CANCELLATION

Ikon Ambulance services Ltd (IAS) reserve the right to cancel or postpone any pre-advertised course or room hire. If this becomes necessary, as much notice as possible will be given and the Client will be offered a choice, with due consultation, of either (a) a full refund if the course/hire has not yet commenced, (b) a proportionate refund if the course/hire has commenced but not yet finished or (c) an alternative date to commence or complete the course as appropriate.

In circumstances where the Client requests cancellation of an already reserved place or places on a course, no fees will be payable, provided that not less than 21 days written notice is given to Ikon Ambulance services Ltd (IAS) prior to the course commencement. If less than 21 days written notice is given, Ikon Ambulance services Ltd (IAS) reserve the right to make an appropriate charge for administrative and other expenses as follows:

14 – 21 days written notice prior to course commencement - 25% of the course fee.

7 - 13 days written notice prior to course commencement -50% of the course fee.

Less than 7 days written notice prior to course commencement -100% of the course fee.

3. FAILURE TO ATTEND A TRAINING COURSE

Notwithstanding the provision of 2 (above), if any student fails to attend a course or part of a course on which a place has been reserved for them fees in respect of that



student will be payable in full, however: (a) if the course on which a place has been reserved has not yet commenced, a substitute student may be nominated (b) if the course on which a place has been reserved has already commenced, but for exceptional reasons the student has not been able to complete the course, an alternative date will be offered to enable the student to complete the remaining part of the course. 'Exceptional circumstances' means sudden illness, injury or compassionate grounds.

4. DISCLAIMER

Ikon Ambulance services Ltd (IAS) shall not be held liable for any loss, damage, expense, injury or delay of any kind to the Client or student of the Client or any third party by any act, default or omission howsoever caused, except insofar as such liability cannot be excluded by law.

5. ALTERATION

Ikon Ambulance services Ltd (IAS) reserves the right to amend these terms and conditions without prior notification. These terms and conditions shall be governed by English law and any alterations, modifications or extensions affecting the above clauses shall not be valid unless agreed by Ikon Ambulance services Ltd (IAS) and acknowledged in writing.

6. CERTIFICATION

Please note that certificates will not be issued until payment has been received in full for a booking.

7. LATE PAYMENT

We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to agreed credit terms. The late payment interest rate is currently the Bank of England reference rate plus 8%, an administration charge of £25 will be added for debts over £200.

Ikon Ambulance services Ltd (IAS)

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