

TERMS AND CONDITIONS

1. Bookings

All bookings must be made in writing, (email, fax or letter) at least 4 weeks prior to the expected course start date. Should SLT ME not receive the appropriate written confirmation from the client they reserve the right to offer the course dates or spaces to other clients. Bookings are only valid if re-confirmed by SLT ME in writing.

2. Course Dates

Open courses will take place on the dates scheduled by SLT ME only.

For corporate courses, the dates will be agreed between the client and SLT ME and must be confirmed in writing 3 weeks prior to the course start date.

3. Timings and Attendance

Scheduled or agreed timings are binding and, for Statutory Certificates, attendance at all sessions is mandatory. Should participants arrive late for, or are absent from, any session SLT ME reserve the right to refuse entry if we feel they will gain insufficient knowledge or skills in the time remaining. *In such cases the full course fee remains payable.*

4. Venue

Open courses will be held at the venue specified by SLT ME.

Please note that food and beverages are not included in the course fee, unless stated differently, and should be arranged by the candidate(s).

If the course is held at client's venue, parking for trainer/assessor must be arranged. Any parking fees must be met by the client.

For all other courses the client is responsible for arranging a suitable venue and refreshments. The training room should have sufficient floor space to allow free practise (min. 3 x 4m), comfortable seating, suitable writing surfaces, adequate lighting and air-conditioning. Where possible, it should be equipped with LCD projector and screen/white wall, and flip chart. However, if these are not available the client should notify SLT ME prior to the training start date so that alternative arrangements can be made. Should the client be unable to find a suitable venue, SLT ME training venue may be used for an appropriate fee, and clients should note that such arrangements must be agreed prior to the course start date and it is still their responsibility to arrange suitable refreshments.

5. Entry requirements

Candidates must fulfil the entry requirements as stated on the course outlines and be able to show sufficient proof for it. The duties of a First Aider can be physically demanding and it is the employer's responsibility to ensure that candidates 1) are free from any condition which could affect their capability to perform the tasks; and 2) that they have the necessary aptitude to cope with the course and its demands.

6. Surcharges for courses outside of Dubai & Sharjah

To cover additional transfer costs a surcharge of AED 200 per day will apply for courses outside of Dubai and Sharjah.

7. Surcharges for courses on Weekends

If the client wishes courses to be delivered on a weekend (Friday and/or Saturday) a surcharge of 10% of the total course cost will apply.

8. Payments

All payments should be made prior to course start date against the SLT ME invoice. The course fees are inclusive of the student manuals or learning materials, examinations and certificates.

9. Cancellation

Cancellation or change of course date must be made in writing and received by SLT ME. If such cancellations or changes of course dates are made on short notice following cancellation fees are applicable:

- More than two weeks prior to course start date *No charge*
- Less than two weeks prior to course start date *25% of total course fee*
- Less than one week prior to course start date *50% of total course fee*
- Less than 24 hours prior to the course start date or non-attendance *100% of total course fee*

SLT ME reserves the right to cancel any open courses should there be insufficient numbers to run a viable course. In this case alternative course dates will be offered or paid fees will be refunded.