Terms and Conditions

FAB – First Aid Base Training | Course bookings

These terms apply to courses booked directly with FAB – First Aid Base Training (FAB). A booking is confirmed when the course date, venue, price and delivery arrangements have been agreed in writing. By confirming the booking, the client accepts these terms.

Last updated: October 2026

Key booking terms at a glance

Situation	Term
Invoice payment	Within 28 calendar days unless agreed otherwise in writing
Cancellation – 14+ days	No cancellation charge
Cancellation – 7–13 days	50% of the agreed course fee
Cancellation – less than 7 days	100% of the agreed course fee
Cancellation when FAB has arrived	100% of the agreed course fee, plus parking and other non-refundable expenses incurred

The full wording below applies. If anything is unclear, please ask before confirming the booking.

Full terms

1. Booking and acceptance

A booking is confirmed once the course date(s), venue, price, learner numbers and delivery arrangements have been agreed in writing. By confirming a booking, the client accepts these terms on behalf of the booking organisation.

2. Fees, invoices and payment

Unless different terms are agreed in writing before the booking is confirmed, invoices are payable in full within 28 calendar days of the invoice date. Any request for alternative payment terms must be made before booking.

The agreed group fee is payable even if fewer learners attend than expected, unless FAB agrees a change in writing before the course.

3. Late payment

For qualifying business and public-authority debts, FAB reserves the right to claim statutory interest at 8% above the Bank of England base rate, together with the fixed compensation and reasonable recovery costs allowed under the Late Payment of Commercial Debts (Interest) Act 1998.

4. Certification and payment

A regulated qualification certificate can be claimed only where the learner has attended the required guided learning hours and successfully met every assessment criterion, including any mandatory practical assessment.

Certification is processed in accordance with the relevant awarding organisation's requirements. Subject to those requirements, certificates are normally forwarded to the booking client after FAB has received them from the awarding organisation and the invoice has been paid in full. Awarding-organisation processing and delivery times are outside FAB's control.

5. Client cancellations

Cancellations made 14 or more calendar days before the first course date incur no cancellation charge. Cancellations made 7–13 calendar days before the first course date are charged at 50% of the agreed course fee. Cancellations made less than 7 calendar days before the first course date, including on the day, are charged at 100% of the agreed course fee.

The client is also responsible for any non-refundable costs already committed specifically for the booking.

6. Cancellation or inability to proceed after arrival

If FAB arrives at the agreed venue and the course cannot proceed because the client cancels, no learners attend, access is unavailable, the room or facilities are unsuitable or unsafe, or for another reason within the client's control, 100% of the agreed course fee remains payable. Parking charges and any other non-refundable expenses actually incurred are also payable.

7. Rescheduling

One change of date may be made without charge where at least 7 calendar days' notice is given, subject to trainer availability. Further changes, or changes made with less than 7 calendar days' notice, may be treated as a cancellation under these terms.

8. Learner numbers

Regulated first aid courses are limited to a maximum of 12 learners per trainer. The Anaphylaxis Awareness Course is limited to 20 learners per session and larger staff teams can be divided across multiple sessions. Where a course limit is exceeded, an additional trainer and/or separate session will be required and quoted accordingly.

9. Venue, facilities, parking and travel

The client is responsible for providing a safe, suitable training room with enough clear floor space for all required practical work. Where two groups are trained simultaneously, two suitable training spaces are required.

Parking charges incurred for delivery at or near the client's venue are added to the invoice at cost. Any travel charge outside FAB's usual Birmingham and West Midlands delivery area will be agreed before booking.

10. Changes or cancellation by FAB

If FAB has to cancel or postpone a course because of trainer illness, severe weather or circumstances outside reasonable control, an alternative date will be offered. If no suitable alternative can be agreed, any course fee already paid will be refunded. FAB is not responsible for other losses arising from such cancellation or postponement.

11. Attendance and assessment

Learners must attend the full course, participate appropriately and complete all required knowledge and practical assessments. Reduced attendance, non-attendance or failure to meet the assessment criteria does not reduce the agreed course fee.

A learner who is unable or unwilling to complete a mandatory practical assessment, or who does not demonstrate the required competence, cannot receive the regulated qualification certificate. Where appropriate, FAB may instead provide a record of attendance describing the training attended. A record of attendance is not a regulated qualification or evidence that the learner has demonstrated competence.

12. Reasonable adjustments and support needs

The client should tell FAB as early as possible, preferably when booking, about any disability, medical condition, language or literacy need, injury or other circumstance that may affect a learner's participation or assessment.

FAB will consider reasonable adjustments in line with the relevant awarding organisation's policy. An adjustment cannot remove, replace or lower an essential assessment criterion or mandatory practical skill. Some adjustments require awarding-organisation approval and cannot be arranged on the day.

13. Awarding organisation requirements

Regulated courses are delivered and assessed in accordance with the current qualification specification, assessment criteria and policies of the relevant awarding organisation, including First Aid Awards where applicable. Those requirements take precedence if they conflict with these general booking terms. FAB may refuse or stop assessment where continuing would breach awarding-organisation requirements, compromise assessment integrity or be unsafe.

14. Minimum age

The minimum age is 14 for Emergency First Aid at Work, First Aid at Work and First Aid at Work Requalification, and 16 for Emergency Paediatric First Aid, Paediatric First Aid and Anaphylaxis Awareness. Learners aged 14–15 may achieve a workplace first aid qualification but cannot take responsibility as a workplace first aider until age 16; the employer remains responsible for deciding suitability for the role.

15. Course suitability

The client is responsible for selecting a course that is suitable for its workplace, learners and risk assessment. FAB is happy to discuss course options before booking, but responsibility for meeting the client's legal and organisational needs remains with the client.

Questions

Please contact Marleen before confirming the booking if you would like to discuss payment terms, learner support or course suitability. **mvlc@firstaidbase.com | 07968 055 470**