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GROUP BOOKINGS

Room requirements for groups providing their own venue

For group bookings where you are responsible for providing the venue in your own or hired establishment

- The room will be no smaller than 7x7m for a group of no more than 12 people
- For every additional course member an extra 2sqm of floor space is required
- The training room must have mains electricity
- The training room must have at least 1 adequate fire exit in addition to the main entrance doorway
- The training room must be heated to provide a "shirt sleeves" environment
- The training room must be within 2 minutes walking of a male, female and disabled toilet

Our trainers reserve the right to cancel a course if the training venue is not appropriate to the needs of the course

These requirements have been drawn up due to groups who have previously organised inadequate / inappropriate training rooms. The course is practical in nature and requires adequate floor space for all course members to work on without interrupting the work of other course members.

Please note that when our trainers have to travel for more than about 75 miles to the training venue, suitable, private, quiet accommodation would be expected to be provided. If you are in any doubt, please contact us for advice.

Confirmation

A booking can only be confirmed when the completed booking request form and course fee have been received by Adventure Learning. To ensure your booking it is advisable to send payment as early as possible. A receipt will then be sent by email. Customers receive an 8% discount by paying with a 'proforma invoice' using a bank card. There is a 15% surcharge that can be deducted if full payment is received within 14 days and 50% deducted if full payment is received within 30 days after the end of your course.

Cancellation by Client

If you cancel within 14 days prior to the start of the course you will be offered an alternative date. In the event of a cancellation within 14 days the course fee is non-returnable.

learning through experience

Adventure Learning Ltd. 61 Silver Howe Close, Kendal, Cumbria LA9 7NW UK. Company Reg No: 4097252

Cancellation by Adventure Learning Ltd

This is extremely unlikely. However we reserve the right to cancel at any time. If this were to occur you would choose either to receive a full refund or you could attend alternative courses. If a course has to be cancelled at short notice due to unforeseen circumstances we will make at least two attempts to contact you at the address, telephone, email given on your booking form

Late arrivals or absences

Late arrival or absence from any session will probably mean that you will not receive the certificate for which you have joined the course. In all such cases the full course fee remains payable.

Disclaimer

Adventure Learning will not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.

Pre-course Info which you can pass on to students

Course normally start at 9-15am and finish at 4-30pm (please arrive a little bit earlier) with a short morning and an afternoon coffee break and a 45 minute lunch. **Our course is a 'hands on' and practical experience! We encourage full participation from our students and we will expect you to assess, treat and simulate examination of each other both as victims and rescuers.** Course is approved by [Active Aid](#) (HSE Approval number 40/07) and certificates will be valid for three years.

Introduction to the course.

We intend to give you safe, systematic and simple approach to dealing with potentially stressful First Aid situations. We focus on safety, what is and is not possible with Basic 1st Aid, and encourage a casualty centred, caring approach.

- Accident Procedure
- Collapse
- CPR/Choking
- Bleeding and Shock
- Common illnesses

Safety

We are all expected to behave in a safe and reasonable manner towards the trainers and each other. This course is active and practical. If at any time you feel uncomfortable or in danger please stop and ask the trainer for guidance. If there are any medical reasons or injuries that could affect your performance, please bring them to the attention of the trainers at the beginning of the course.

Always use the kneeling mats to protect your knees, safe lifting to protect your back and always assess your own safety first. Personal hygiene, especially wiping manikins down properly, is essential to protect your health.

The Assessments

Our courses are continually assessed by the tutors. If we feel you are not reaching the desired standard – we'll spend some time with you until we help you pass!

If there are any reasons why you feel uncomfortable with this approach we ask that you chat with our trainer and we will find a way of making the course as stress free as possible.

Complaints

To eliminate problems, discuss your concerns with your trainer in the first instant. Minor problems may be best addressed by appropriate comments on the course evaluation sheets.

Should you still feel that the course has not met your needs, that there was discrimination, bias or that you were unfairly treated, you can contact Active Aid, to which all complaints can be taken.

admin@active-aid.co.uk or 08716 629 261