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## Pre-course Info which you can pass on to students

### Outdoor First Aid Course

Course will start promptly at 9am and finish at 5pm. Your trainer for the two days will be [Peter Cunningham](#). 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. The first day is mainly spent indoors. The second day we take our new learned skills (or old ones refreshed) outside in the afternoon. Please bring suitable old clothes to enable you stay warm, dry and comfortable whilst be mock casualties for each other on both days

#### Course contents

- Cardio pulmonary resuscitation
- Care of unconscious casualty
- Fractures
- Spinal injury
- Sprains/strains
- Anaphylaxis
- Asthma
- Severe bleeding
- Choking
- Diabetes
- Heart conditions
- Stroke
- Effects of extreme temperature
- Head injuries

#### 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.

#### 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](mailto:admin@active-aid.co.uk) or 08716 629 261

*learning through experience*

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## **GROUP BOOKINGS**

### **Confirmation**

A booking can only be confirmed when the completed booking request form and course fee have been received by bank card for proforma bookings or alternatively an invoice has been issued. To ensure your place on the course it is advisable to send payment or accept the invoice as early as possible. Your place on the course will then be confirmed by email.

### **Terms & Conditions for Proforma Invoice Payment**

- Customers receive an 8% discount by paying with a 'proforma invoice' using a bank card.
- Your provisional reservation on this course will only be held open for 24 hours so please make your payment as soon as possible after you receive your proforma invoice.
- Proforma invoices can only be paid by bank card via a link in your proforma invoice to Barclays Merchant Bank. We can accept card details over the phone.
- If the course is fully booked at time of payment we will inform you as soon as possible with alternative dates or to arrange a refund.
- If you cancel your booking within 14 days prior to the start of the course you will be liable for the full amount.

### **Terms & Conditions for Invoice Payment**

- Invoices are subject to a 15% late payment surcharge
- If the invoice is paid before the course the surcharge of 15% will be waived
- If the invoice is paid within 14 days of the start of the course then half the surcharge of 15% must be paid
- If the invoice is paid more than 14 days after the start of the course then the full surcharge of 15% must be paid
- No certificates will be issued until the invoice has been paid in full
- Certificates will be sent to the address provided at time of booking unless otherwise notified
- If the invoice is paid in advance certificates will be issued to delegates on the day of the course provided delegates names are supplied 24 hours before the start of the course
- Certificates will only be issued after course has been paid in full.

### **Group bookings at your own venue.**

- 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.

### **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

### **Cancellation by Client**

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

### **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.