

BHS Course Booking Terms and Conditions

Change control			
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2	All	Reviewed document	1.1.25

1. Scope

These Terms and Conditions apply to all BHS courses that are organised and delivered by the BHS Accredited Professional Coach Team.

By booking a BHS Course the delegate (or their parent/carer if under 18) agrees to the following Terms and Conditions.

2. Policies

It is strongly recommended that candidates, and a parent/carer of a delegate who is under 18 years of age, are familiar with [BHS Education and Assessments Policies](#).

3. Booking Your Course

3.1. Accredited Professional discounts

An Accredited Professional who has course discounts as part of their membership must have the relevant in date membership at the time of the course taking place. Failure to do so will result in the course fee being paid in full by the delegate.

If the delegate is not an Accredited Professional at the time of booking but then becomes an Accredited Professional (where discounts are included) before the course date. A full refund can be requested if the booking has been made no more than two months prior to their membership being activated. The request must be made in writing to the Accredited Professional Team- accreditedprofessionals@bhs.org.uk

3.2. Timeframe

Courses close for bookings three working days before the course date. We are unable to accept any late bookings after this time.

3.3. Booking confirmation

Delegates will receive written notification of the course date/ centre via email. Delegates who do not receive an email within one working day of the booking are asked to contact the Accredited Professional Team as failure to arrive on the correct date will result in a loss of fee.

3.4. Delegates under 18 years of age

First Aid courses only- Any delegate aged 14 or 15 must be accompanied by a paying adult.

Safeguarding courses only- Any delegate aged 16 or 17 years old must be accompanied by an adult over 18. The accompanying adult will be required to pay for their space.

4. Language of Course

Courses will be conducted in the English language.

5. Pregnancy and nursing mothers

Pregnant women must be able to carry out any practical tasks asked of them during the course (e.g. give two rounds of CPR). If you are unable to complete tasks you will be asked to retire which may result in the loss of fee and the qualification not being achieved. Nursing mothers may bring their babies with them to the course accompanied by a responsible adult who cares for them outside of the course environment for the duration.

6. Dogs

No dogs are permitted at any BHS courses, except for service dogs. If a service dog is required, please let the BHS Accredited Professional Team know at the time of booking via email to accreditedprofessionals@bhs.org.uk

Your Course

7.1. Retiring from course

At any point during your course, you choose to retire, it will be down to the presenter if you have passed the course or not. Failure to complete the course in full may result in the delegate having to retake the course in full and pay full price for the rebook.

7.2 Attendance of course

You are required to maintain a presence during all courses. Failure to engage in the course may result in being unsuccessful in completing and a follow up conversation with the presenter will be required to confirm knowledge learnt.

7.3. Delegate conduct

Any BHS employee, BHS presenter, BHS Centre employee or someone working on behalf of the BHS has the right to stop working with any delegate who does not behave appropriately or safely.

7.4. Recording Equipment

The use of any recording equipment (by delegates, accompanying adults, or Centre staff) is prohibited during any part of the course delivered at a Centre or online.

Cancellations and Transfers

8. Cancellation of course by the BHS

All courses are subject to cancellation/alteration/postponement. The BHS will make reasonable endeavors to provide delegates with 10 working days' notice, however there may be circumstances when this is not possible. In the event of cancellation/alteration/postponement, the BHS will use all reasonable efforts to offer a delegate an alternative booking. If the delegate chooses not to accept the alternative booking a full refund of the course fee will be provided. The BHS is unable to reimburse costs incurred other than the course fee (for example, travel costs or accommodation) and delegates may wish to arrange independent insurance to cover these costs.

9. Bad weather conditions

In the event of extreme weather conditions, courses may be cancelled at short notice. While the BHS will endeavor to notify delegates, delegates are advised to call the Centre the day before if in any doubt.

If the course continues to run, delegates who fail to arrive for any reason (including weather conditions), are liable to forfeit their fee.

10. Cancellation and transfers by the delegates

In all cases, email notification must be made to the BHS Accredited Professional Team with payment of the appropriate fee and accompanying medical evidence where applicable. All written notice should be made by the delegate if they are 18 or over, or the delegate will need to provide written confirmation stating who the BHS can speak to on their behalf. Where a delegate is under the age of 18, the parent/carer must act on their behalf.

10.1. Cancellations and transfers on medical grounds

10.1.1. Cancellations

Delegates who are unable to attend their course due to medical reasons are required to forward a medical note no later than five working days after the intended course date. If a cancellation is requested, 75% of the course fee will be refunded on receipt.

10.1.2. Transfers (including Accredited Professionals)

Delegates who are unable to attend their course due to medical reasons are required to forward a medical note with the transfer fee of 25% (Safeguarding course only) or £25 for any other course no later than five working days after the intended course date to confirm transfer of the course.

10.2. Other cancellations and transfers

Delegates wishing to cancel or transfer within 10 working days of the course date will forfeit their course fee (unless on medical grounds). If the delegate is an Accredited Professional who has the course as part of their membership, they will be required to pay for the next course in full.

10.2.1. Cancellations

Delegates are required to give a minimum of 10 working days written notice before the course date if they wish to cancel their assessment and obtain a part refund. The payee will be refunded 50% of the course fee. If the delegate is an Accredited Professional who has the course as part of their membership, they will be allowed to book onto a future course using their discount one more time. Any subsequent cancellations made by the Accredited Professional will be expected to pay for the course in full.

10.2.2. Transfers

Delegates are required to give a minimum of 10 working days written notice before the course date if they wish to transfer their course. The transfer fee payable is 25% of the course fee and must be received by 10 working days prior to the original course date. If the delegate is an Accredited Professional who wishes to transfer, they can do so on one occasion per course type without incurring a transfer fee.

Following your Course

11. Certificates

Certificates will be sent via email within 28 days of the course taking place. Please ensure you have checked your name on the confirmation email and the register when attending the course for spelling. It is your responsibility to let the Accredited Professional Coach Team know of any spelling errors.

First Aid certificates are sent directly from the First Aid provider via email and may differ from the 28 days turn around. If you have not received them within 6 weeks of the course, please contact the Accredited Professional Coach Team.

12. Recording attendance

It is the responsibility of the delegate to ensure the Accredited Professional Coach Team has the correct membership number at the time of the course to allow them to update your record. The BHS will send out reminders for when courses are needing to be updated only to BHS Accredited Professional Coaches.

13. Complaints

We are committed to making sure that all communications and interactions with all who engage with us are of the highest possible standard. We listen to all views and feedback received, welcoming both positive and constructive feedback, so that we can continue to improve the society and the services which we offer.

If you would like to raise a concern or, if you feel there are grounds for a complaint, please follow our [complaints procedure](#).

14. Privacy Notice

To see our Privacy Notice, or if you need any further information, please write to us; BHS, Abbey Park, Stareton, Kenilworth, Warwickshire, CV8 2XZ or go to: www.bhs.org.uk/privacy