

Group Booking Terms and Conditions

These Terms and Conditions apply to group training bookings made with ALERT First Aid & Training. In these Terms, the "Booking Organisation" means the business, organisation or person making the booking on behalf of participants.

By submitting a Group Booking Request, the Booking Organisation agrees to these Terms and Conditions.

1. Booking Request and Confirmation

Submission of a Group Booking Request does not automatically confirm the booking.

ALERT First Aid & Training will review the requested course, date, time, location and anticipated participant numbers and will confirm availability or discuss alternative arrangements with the Booking Organisation.

Once the training arrangements have been agreed, ALERT First Aid & Training will provide a quotation. The group booking is confirmed when the quotation is accepted.

2. Participant Registration and Course Readiness

Following confirmation of the booking, ALERT First Aid & Training will provide the Booking Organisation with a private booking link for distribution to participants.

Each participant is responsible for completing their individual registration and accepting the ALERT First Aid & Training Course Terms and Conditions.

ALERT First Aid & Training may provide the Booking Organisation with updates regarding participant registration and completion of required pre-course learning to assist with coordination of the group booking.

Participants who have not completed the required enrolment or online learning by the applicable deadline will not be permitted to attend the practical training and will need to be transferred to a future suitable course.

3. Participant Numbers and Changes

The Booking Organisation should advise ALERT First Aid & Training as soon as practicable of any changes to participant numbers.

Where a participant is unable to attend, a substitute participant may be accepted where the required enrolment and pre-course learning can be completed within the required timeframe.

Changes to participant numbers received at least 48 hours before the scheduled training may result in an adjustment to the final invoice or another arrangement agreed with the Booking Organisation.

Changes received within 48 hours of the scheduled training will not normally result in a reduction to the invoiced course fee. ALERT First Aid & Training may consider exceptional circumstances at its discretion.

4. Fees, Deposit and Payment

Course fees, travel costs and any other agreed charges will be detailed in the quotation provided to the Booking Organisation.

A deposit will normally be required to secure a group booking. The deposit amount and due date will be specified in the quotation or invoice and will form part of the total amount payable.

ALERT First Aid & Training may use the deposit to make travel, accommodation or other arrangements required to provide the booked training.

If the Booking Organisation cancels or reschedules the training, any portion of the deposit that has been committed to non-refundable travel, accommodation or other booking-related costs will not be refunded or credited.

Where those costs can be recovered or refunded, ALERT First Aid & Training will take this into account when determining any refund or credit available to the Booking Organisation.

Unless otherwise agreed, the remaining balance will be invoiced to the Booking Organisation and is payable by the invoice due date.

If the Booking Organisation would prefer participants to pay individually, this must be arranged with ALERT First Aid & Training before participant bookings commence.

5. Travel and Training Location

Where training is provided at a location requiring travel, travel costs may apply and will be specified in the quotation.

Where training is conducted at premises or a venue nominated by the Booking Organisation, the Booking Organisation is responsible for providing suitable access and an appropriate area in which the training can be safely conducted.

6. Changes, Rescheduling and Cancellation

ALERT First Aid & Training may make reasonable changes to training arrangements, course content or instructors where necessary.

The Booking Organisation may request up to two reschedules of the agreed training date with at least 48 hours' notice, subject to availability and without a rescheduling fee.

A third request to reschedule may be treated as a cancellation and course fees may be non-refundable.

Any refund or credit following cancellation or rescheduling is subject to costs already incurred or committed by ALERT First Aid & Training, including non-refundable travel, accommodation or other booking-related costs.

ALERT First Aid & Training understands that emergencies and exceptional circumstances can occur. Where less than 48 hours' notice can be provided, or other exceptional circumstances affect the booking, the Booking Organisation should contact ALERT First Aid & Training as soon as practicable to discuss available options.

If ALERT First Aid & Training cancels the course, the Booking Organisation will be offered an alternative training date or a refund of any course fees paid for training that cannot be provided.

7. Participant Course Requirements

All participants attending the course are subject to the ALERT First Aid & Training Course Terms and Conditions, which they are required to review and accept when completing their individual booking.

Participants remain responsible for completing all required enrolment, online learning, attendance and assessment requirements. Certification can only be issued to participants who successfully complete all requirements of the course.

Acceptance

By submitting the Group Booking Request, the Booking Organisation acknowledges that it has read, understood and agrees to these Group Booking Terms and Conditions.