

Services Terms and Conditions

These Terms & Conditions apply to services provided by ALERT First Aid & Training ("ALERT") and should be read together with the relevant quotation and any other written arrangements relating to the booking.

1. Bookings and Acceptance

Services will be provided in accordance with the details and scope specified in the accepted quotation.

A booking is confirmed when the client accepts the quotation and, where required, pays the applicable booking deposit.

By submitting a service request acknowledging these Terms & Conditions, accepting a quotation and/or paying a required booking deposit, the client agrees to these Terms & Conditions.

2. Booking Deposits

Where a booking deposit is required, the amount and payment timeframe will be advised in the quotation, invoice or booking correspondence.

The booking deposit forms part of the total quoted fee and will be deducted from the remaining amount payable.

Booking deposits are non-refundable where the client cancels the booking, subject to the cancellation and rescheduling provisions below.

3. Fees and Payment

Fees are as specified in the accepted quotation and are based on the information provided by the client at the time of quoting.

Unless otherwise specified in the quotation or invoice, invoices are payable within 30 days of the invoice date.

Any additional services, equipment, travel or other costs requested or required beyond the agreed scope may incur additional charges. Where practicable, these will be discussed with the client before the additional cost is incurred.

4. Cancellation and Rescheduling

Cancellation or requests to reschedule must be provided to ALERT as soon as practicable.

Cancellation by the Client

Where a booking is cancelled more than 48 hours before the agreed commencement time, any booking deposit paid is non-refundable, but no further cancellation fee will apply.

Where a booking is cancelled within 48 hours of the agreed commencement time, the full quoted fee may be payable.

Where significant costs have already been incurred specifically for the booking, the client may also be responsible for those costs.

Rescheduling by the Client

Where a client needs to postpone or reschedule a booking, ALERT will make reasonable efforts to accommodate the requested change, subject to availability.

Any booking deposit paid may be transferred to the rescheduled date.

If ALERT is unavailable on the proposed replacement date, the booking will be treated as a cancellation unless otherwise agreed.

Cancellation by ALERT

In the unlikely event that ALERT is unable to provide the agreed services, the client will be advised as soon as practicable.

Where possible, ALERT will work with the client to reschedule the service or make reasonable alternative arrangements.

If ALERT cancels the booking and the service cannot be rescheduled or otherwise provided, any deposit or other payment made for services not provided will be refunded.

5. Changes to the Service

The client must advise ALERT as soon as practicable of any significant changes to the event or service requirements.

Changes including, but not limited to, location, operating hours, attendee numbers, activities, identified risks or the level of service required may result in a revised fee.

Where a change materially alters the agreed scope of services, ALERT may provide a revised quotation or agree on an additional fee with the client before providing the changed or additional services.

6. Additional Time

Quoted fees are based on the agreed service times.

Where an event or service extends significantly beyond the agreed finish time and ALERT is requested to continue providing services, an additional fee may apply.

Where practicable, any additional fee will be discussed and agreed with the client or their nominated representative before services are extended.

7. Client Responsibilities

The client is responsible for providing accurate and sufficient information to allow ALERT to assess and provide the requested services.

The client must advise ALERT of any known hazards, risks or circumstances that may reasonably affect the provision of services, including significant changes occurring after the original service request or quotation.

Where applicable, the client is responsible for providing reasonable access to the event or service location and an appropriate area from which the agreed services can be provided.

The client remains responsible for the overall management and safety of their event, workplace or activity.

8. Provision of First Aid Services

ALERT will provide the services described in the accepted quotation with reasonable care and skill and in accordance with applicable professional requirements.

First aid services are provided onsite at the agreed event or service location.

Where first aid treatment is required, care and emergency response decisions will be based on the circumstances presented at the time and the needs of the casualty.

ALERT First Aid & Training does not provide transport for casualties. Where a casualty requires transport for further medical assessment or treatment, appropriate transport arrangements must be made by the casualty, the client or emergency services, as appropriate.

Where necessary, emergency services may be contacted without prior approval from the client.