

## Order of Malta Ireland Training Services Booking Policy

Course fees must be paid in full at time of making the booking. A booking is made once a full payment is received and subsequently confirmed by us via email. We are happy to accept the following methods of payment: cash, credit card, debit card, electronic transfer, cheque and postal order.

Clients who have an approved account with us, will be sent an invoice by email which must be paid in full as per the agreed terms. In any event, certificates will not be issued until full payment has been received. Group bookings must be paid in full at least 1 week prior to the delivery of the course.

Provisional bookings must be confirmed within 2 working days or the place(s) will be released for sale again.

### Confirmation of Bookings

All confirmations will be sent by email to the person who made the booking. As our confirmation email usually contains information pertinent to the person(s) attending the training course, we would request that the booking confirmation be passed on to those for whom the booking has been made.

### Substitutions

In the event that a person previously booked on a training course is unable to attend, an alternative person from the same organisation can attend in their place at no additional charge. Substitutions can be made up to the commencement day of the course, provided that the substitute fulfils the entry requirements of the particular course.

### Cancellations (Open/Public Classes)

Cancellations must be received in writing (by email or letter) no later than **2 working days** prior to the course commencement date in order to qualify for a full refund/credit/change of dates. Working days, for the purpose of this policy, are Monday to Friday inclusive.

Cancellations received less than 2 working days before a course commences, a "no show" on the commencement day of a course or failure to complete a course will incur a 100% cancellation fee. The full course fee will be charged if the notification period is not adhered to and the full fee will be applied again to attend an alternative course.

### Cancellations (Group Bookings)

Our cancellation policy for private/group courses onsite or at our Training Centre (i.e. courses not open for registration to the public) is no later than **1 week** prior to the course commencement date in order to qualify for a full refund/credit/change of dates. Working days, for the purpose of this policy, are Monday to Friday inclusive.

All written cancellations must be emailed to [courses@orderofmalta.ie](mailto:courses@orderofmalta.ie) or addressed to Order of Malta Ireland Training Services, 32 Clyde Road, Ballsbridge, Dublin 4. Any notice of cancellation will only be effective once it has been acknowledged by Order of Malta Ireland Training Services.

### **Cancellation or Rescheduling by Order of Malta Ireland Training Services**

On rare occasions and due to circumstances beyond our control we may have to cancel or reschedule a training course. We will endeavour to give a minimum of 72 hours' notice and will offer alternative options if available or a full refund.

### **Transferring between courses**

Participants are not encouraged to attend later modules or exam days on an alternative course, but we will try to accommodate participants that cannot complete the course due to exceptional circumstances and it must be completed within 30 days. As places are limited participants looking to complete their training on another course will be charged the full rate again for that course.

### **Certification**

Certificates will be issued within 10 working days of completing one of our courses provided the course fee has been paid in full. Unless requested otherwise, certificates will be posted to the person who made the initial booking. Employers are responsible for passing on certificates to their employees.

Certification of attendance will only be issued if participants have attended **all modules** of the course. If a participant is absent for any part of the course they will not receive a certificate of attendance. In relation to PHECC courses that have examinations at course end, participants will not be permitted to sit the examination unless they have attended the entire course. No exceptions will be made, as Order of Malta Ireland Training Services must adhere to the regulations applicable to accredited organisations.

We would advise that any students in receipt of a certificate should store it safely as it might be required at a future date. We do not keep copies of certificates issued. Certificates can be re-issued upon payment of €10 per certificate and only if requested before the certificate expiry date.

### **Facilitating students with learning difficulties, temporary/permanent disability or special needs**

Order of Malta Ireland Training Services will at all times ensure equality in our service provision. We therefore ask any learner who has specific learning requirements to contact our office on (01) 614 0035 or at the time of booking the training and we will ensure that all possible measures are taken to meet their specific requirements. All of our training courses are delivered through English and therefore participants must have a good understanding of the English language. In the case where this is not so, learners are permitted to bring an interpreter but prior notice must be given to Order of Malta Ireland Training Services.

### **Minimum age**

The minimum age for attending most of our training courses is 16 years – this should be checked at time of booking.

### **Invoice Queries**

It is the responsibility of our clients to notify us in writing within 14 days of the date of invoice, in the event of queries arising as to its accuracy or correctness. Whilst every care and consideration is taken in the production of all invoices, Order of Malta Ireland Training Services reserve the right to reject claims received beyond this date. It is also not permissible for payment to be withheld by the client

over and above the value of an invoice(s) under query. We will notify our client immediately of our decision once the query has been investigated.

### **Entry Requirements (where applicable)**

Those attending refresher training in First Aid Response must do so within 2 years and 30 days of attending the previous First Aid Response course. Participants who were trained by another provider are required to supply us with a copy of their current certificate confirming the dates of training. Attendance on a First Aid Response Refresher course can only be permitted once this validation process has been completed.

### **Onsite Training**

We are happy to deliver our training courses onsite at our client's premises or at an alternative location arranged by our client. However, in doing so, we reasonably expect that the facilities provided offer a safe and suitable environment for the purpose required. In the event that our trainer deems a location to be unsafe for them and their students we reserve the right to stop the course until a suitable alternative location has been provided.