



CUBE
GROUP SERVICES

Terms and Conditions

Booking With Us

Bookings can be made by sending us an email to info@cube-groupservices.com or enquire via our website. We will then send you our booking form to be completed which will ask you for all details required to secure your booking for any one of our courses

Payment & Booking Confirmation

Payment for all courses should be paid upon receipt of invoice. Your booking is considered confirmed once we issue the invoice. Any changes to your booking after this time may incur an administration fee to cover the cost of the changes made to course content. We accept the following payment methods: BACS, Visa, Mastercard, Maestro, AMEX and Paypal

Cancellations & Postponement

We understand that life happens. A course can be postponed and moved to another agreed date(s) once without incurring a charge.

Should you need to cancel a confirmed booking, within 2 weeks (14 Days) of the course date, a charge of 50% will still apply. If you cancel a confirmed booking within 1 week (7 Days) of the course date, a charge of 100% of the course cost will be applied. Any refunds made by credit card may incur a charge from your card issuer – this cost will not be covered by CUBE Group Services

Non Attendance

No refund will be given for non-attendance of delegates

Joining Instructions, Timings and Certification

Joining instructions and timings of courses will be provided at time of confirmation. Responsibility will remain with delegates to ensure they arrive on time and attend the entire course in order to qualify and obtain your certification. As per requirements of the course content, minimum contact hours must be achieved in order to certificate. Trainers will only certificate if they feel the delegates have met all learning criteria. In the event that certification is not achieved due to non attendance or failing to meet course learning outcomes, no refund can be given. In this instance, we can issue a Certificate of Attendance, however, this is not an accredited qualification.

All certification remain the property of CUBE Group Services until all payment is received.

Course Delegate Selection

It is the responsibility of the course requestee to ensure that all delegates are both physically and mentally fit and able to sufficiently attend the course and deliver First Aid. Adaptations can be made for most physical restrictions, however, delegates must not attend if they believe they have any condition that may affect their ability or capability to carry out a first aider role including highly stressful medical emergency situations.

Cancellation by Trainer

In the event that we are unable to provide your course at short notice, we will re-schedule the course to another date to meet your needs as soon as possible with no additional cost to the requestor.