



RECAP Ltd Terms & Conditions

Welcome to RECAP Ltd

These terms and conditions ("Terms") outline the rules and regulations governing your use of our website and all the branches associated with the brand; RECAP First Aid Training; RECAP Consultancy & Research, RECAP Podcast and RECAP Publishing (collectively, the "Service").

By accessing or using the Service, you agree to these Terms.

It is your responsibility to read and adhere to these Terms.

1. RECAP Ltd website

You agree to use the website for informational purposes only. Under no circumstances is it permitted for content from the website to be replicated or copied/posted on another platform. The only exception to this is where full authorship and acknowledgement is given to RECAP Ltd.

Information on the website is subject to change without notice.

While we aim to only share reputable, researched and credible information on the website, RECAP Ltd cannot guarantee this and therefore does not hold any liability for inaccuracies or errors. The content provided is for informational purposes only and the user should seek to do their own research and gain professional advice prior to making any decisions based on this information.

It is your responsibility to ensure the services and information provided by RECAP Ltd is suited to your needs.

2. Branding

The website and social media platforms contain information and logos that are owned by RECAP Ltd. You agree not to replicate, copy or resell any of the content belonging to RECAP Ltd.



3. Links

Occasionally RECAP Ltd will share links on the website and social media platforms for your information. This does **not** signify that we endorse the product/website and hold no responsibility for the content of the links.

4. Bookings

Bookings for training courses can be made via the website or by emailing lucie.recap@gmail.com. When enquiring about training, RECAP Ltd require the following information:

- Name of the training course you are enquiring about.
- The number of learners taking part.
- Location of where the training is to take place (if applicable)
- The date of course (if applicable) or dates required for a bespoke quote.
- Any medical conditions and allergies of the learners attending.
- Name/address of who to invoice.

Once an invoice has been issued, payment is required within **7** days or within **24 hours** if the course is less than 7 days away. If you require a different payment date, this is to be presented in writing. **RECAP Ltd reserves the right to refuse deviations from the standard payment terms.**

Payment of a booking constitutes as you agreeing to these Terms, the Cancellation Policy and our Privacy Policy.

5. Face to Face / blended courses

Learners attending a face to face course with RECAP Ltd will be required to provide photographic identification upon arrival.

Learners must ensure all online elements are completed prior to the practical session. Those who are completing a **BLENDED** course will be required to show the instructor a **copy of their certificate** of completion of the Part One element of the training. Should the learner not provide this, they **will not** be permitted to continue with the face to face part of the training. No refund will be given in this instance.



Learners must ensure they arrive on time to the training. Should a learner arrive late, the instructor reserves the right to refuse entry should they feel too much has been missed. This will be at the discretion of the instructor.

Any learner who does not attend the booked course due to illness, or otherwise, will forfeit the course cost of their place unless 24 hours notice is given. If a learner cancels due to illness, they will be offered, where possible, an alternative date to complete the course.

6. Group Bookings

RECAP Ltd welcomes requests from companies/organisations/settings for group bookings. Should you require a quote for a group, please follow the above stated guidelines for booking.

Please note that group bookings require a minimum of 4 learners. If less than 4 learners, a minimum charge equating to 4 learners will be applied. Please see the below table for group discounts:

1-4 learners	Full per person price
5-8 learners	5% discount on total price
9-12 learners	10% discount on total price
More than 12 learners	Please contact RECAP Ltd for a bespoke quote

7. Location

RECAP Ltd offers services to individuals and companies in Chelmsford, Witham, Colchester, Billericay, Basildon and the immediately surrounding areas. If you fall outside these areas, please contact RECAP Ltd for a quote. This quote will accommodate any travelling costs if applicable.

Additional costs incurred as a result of location will also be applied to your quote. These costs will include, but not be limited to, ULEZ/Congestion charges and Parking.

8. Termination



Please see our **Cancellation Policy** document

9. Accidents and Insurances

Any accidents or incidents that occur during the course of the training **must** be reported as soon as they happen and this will be logged in the accident book and dealt with accordingly. RECAP Ltd holds no responsibility for any injuries sustained during training.

RECAP Ltd holds valid Public Liability Insurance, Indemnity Insurance and Legal Insurance with Maltings Insurance (Simply Business). Certificates can be presented upon request.

10. Certification

Certificates issued by RECAP Ltd are digital and will be sent directly to the learner upon completion. Should a learner wish to have a physical certificate, this will incur an additional cost.

The instructor will work closely with the learners to ensure a thorough understanding of the content and will help, where possible, through the course and examinations. However it must still fall to the learner to demonstrate adequate understanding to pass on their own merit. Certificates will not be issued if a learner does not pass the required examinations. Any failed courses will **not** be eligible for a refund.

For requalification courses, the instructor must see a copy of the learner's First Aid qualification to be eligible for the re-qualification. Should this not be provided, the learner will not be able to continue with the course. In the event that training cannot go ahead for this reason, no refund will be permitted.

11. Payment details

Please make all payments to:

RECAP LIMITED

RECAP Ltd, The Maltings, Rosemary Lane,
Halstead, Essex, CO9 1HZ .
Registered company no: **14972331**



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12. Entire Agreement

These Terms constitute the entire agreement between you and us regarding your use of the Service.

13. Changes to the Terms

We may revise these Terms at any time without notice. You are expected to check the website regularly so you are aware of any changes, as they are binding on you.

14. Contact Us

If you have any questions about these Terms, please contact us at lucie.recap@gmail.com

Version Control

These Terms & Conditions are effective as of **21.05.2024**. We reserve the right to modify this policy at any time.

(all policies are available to view on the website www.recapinfo.co.uk)