

Child Revive First Aid is committed to delivering the highest quality training, and we ensure we adhere to the highest ethical standards at all times. The terms and conditions detailed below are designed to ensure we provide all our prospective customers with accurate information. This demonstrates our commitment to delivering full transparency across all operations.

Registered Training Organisation

Child Revive First Aid courses are delivered in a non-accredited format. The decision to educate parents in this way has been made to ensure maximum flexibility with content and minimum course duration and cost.

All workplace accredited first aid courses are provided by Asthma Australia (Registered Training Organisation 4987) but these courses are delivered by the Child Revive First Aid instructors.

Training

The training offered by Child Revive First Aid is designed to provide participants with paediatric first aid knowledge and skills. Training does NOT constitute a medical qualification. Child Revive First Aid accepts no responsibility for the subsequent actions of any individuals who complete this course of study. First aid training involves moderate physical activity, including demonstrating CPR on the floor. Child Revive First Aid does not accept any responsibility for any harm suffered as a result of participating in the training provided.

Disclaimer

Photos may be taken by our educators throughout the session. These images may be utilised on our social media platforms, website and other marketing material mentioning the organisation name. If you do not apply with this term, you must contact us before the session advising so.

Course Cancellation by Child Revive First Aid

Child Revive First Aid reserves the right to cancel or arrange an alternative date for a course. Under these circumstances, Child Revive First Aid will endeavour to provide notice of the cancellation to participants and will arrange an alternative session for participants to attend or provide a full refund.

Payment

Public Course

We require the full payment before attending. Payment will be made via credit card at the time of booking into a public course using the online event booking system. If you would prefer to pay via EFT please detail your booking request via email to jo@childrevive.com.au. Payment via EFT is required within 7 days of booking.

Private Course

We require upfront and/or at course payment.

A confirmation email will be sent to the course host once all course details have been finalised. We aim for the individual members of the group to make their own payment. This booking confirmation email will outline the payment options which will include one or more of the following options:

- Pay by Bank Transfer: Account Name: Child Revive First Aid. BSB: 193 879. Account No: 473979520. Please insert client name and course date (e.g. Jo Smith 23Feb2016) as reference.
- Pay at Course by a) Cash, or b) Credit Card (Visa and MasterCard only with a 2% surcharge per transaction) - this option may not be available for certain groups.

The payment at course option may not be available for certain groups. This will be advised upon booking the course date.

Cancellations, Non-Attendance, Refund Policy, Transfers to Alternate Courses

Public Course

If are unable to attend the course you are booked you must email jo@childrevive.com.au

If notice is provided:

- (a) At least 7 days prior to the course date a full refund will be provided (minus booking fee \$0.50) or an alternate course date will be offered.
- (b) At least 24 hours from the course start time and up to 7 days prior to the course an alternate course date will be offered.
- (c) Less than 24 hours from the course start time then it will be upon the discretion of the Manager as to whether an alternate course date will be provided, and if so, which date/s will be offered as an option.

When an alternate course date is booked for points (b) and (c) above and a cancellation request is received - again with less than 3 days notice from the course date - then no further rebooking or refund will be provided.

Private Course

Child Revive First Aid does not offer refunds on course payments if the minimum number of attendees/**minimum course fee** is not reached.

If the bare minimum number of attendees is reached and a person is unable to attend, their payment can be transferred to a new attendee.

Alternatively, if the minimum number of attendees is **exceeded** then a person is entitled to a full refund if at least 24 hours notice of cancellation is provided via email to jo@childrevive.com.au.

Participation Certificate

As the Child Revive First Aid course is delivered in a non-accredited format, participants will only be provided with a participation certificate **on request** after completion of the session.

Contact Information

Email: info@childrevive.com.au

Phone: 1300 797 663