

## **Terms & Conditions**

You have the right to withdraw from this agreement by sending us an email on [courses@redcross.org.mt](mailto:courses@redcross.org.mt) within 14 days of sending form, without giving any reason whatsoever. Text messages, Facebook messages or simple phone calls will not be considered as withdrawals. After the period of 14 days expires no withdrawal will be possible and the following terms and conditions below will apply. Moreover if you have selected to start course before the 14 day period, you are hereby acknowledging that you will lose your right of withdrawal for the course which would have already been given within this period. If no withdrawal is made within the 14 day period, the following conditions apply:

1. Your booking is confirmed once all of your details have been completed correctly and payment is received prior to the commencement of your course.
2. All courses conducted by Malta Red Cross are subject to a minimum number of participants. In case this number is not reached, we reserve the right to postpone the course to a later date, and we will advise each participant by email, no later than 2 working days before the commencement of the course.
3. You may request to postpone your course to an alternative course of the same value and type, by informing us by email not later than 2 working days before the commencement of the course.
4. Should a participant not turn up for the course, but has already paid such course, no refund is due, unless he/she informs us via email over [courses@redcross.org.mt](mailto:courses@redcross.org.mt), at least 2 working days in advance.
5. In case of the participant being sick on the day, he/she should advise us via email, over [courses@redcross.org.mt](mailto:courses@redcross.org.mt), at least 2 hours in advance, together with a scan of a medical certificate. Should such email not reach us, we will be unable to schedule another class, unless a new course is purchased, with no refund of the previous course.
6. Unless specified otherwise, accredited certificates will be issued when course fees have been settled.
7. The instructor providing the course shall reserve the right to withhold issuing of a participant's certificate in cases of, but not limited to, late attendance, misconduct, and/or such cases where the participant has shown a lack of understanding in core contents of the course. In such cases the participant may choose to repeat the course whilst acknowledging that no credit or refunds

will be given for the failed course. Malta Red Cross reserves the right to request the participant to re-attend another full course, which course needs to be re-purchased.

8. University students who undertake a Basic First Aid course for credits, will also be asked to complete an exam whereby a minimum pass mark must be obtained in order to receive his/her certificate. At the sole discretion of the course coordinator, one resit of the failed exam may be taken, without additional expense for the participant.
9. Payment Methods:
  - A. HSBC Internet Banking - Malta Red Cross may be found on the list of vendors. Please remember to insert your ID card number(s) in the 'reference box'.
  - B. Cheque - Payment may be made by cheque payable to Malta Red Cross Society and sent by post to 104, St. Ursula Street, Valletta VLT1234. Write the participant's name, surname and mobile number on the back of the cheque. Payment must be received no later than 5 working days before the commencement of your course.
  - C. Cash - Payment may be made by visiting our offices at 104, St. Ursula Street, Valletta VLT1234 or at our Base of Operations at Gioacchino LeBrun Pembroke, PPK1710 by prior arrangement, no later than 5 working days before the commencement of your course. We are unable to accept payment on the first day of your course.
  - D. University Students registered for PHE 105 are to pay at Maltapost and take the receipt to Room 203 at the University Sports Complex.
10. Your place is only confirmed once payment has been received.
11. These terms and conditions replace any previous versions issued before the commencement of the course.