

## OSH-Med international Terms & Conditions

### 1. Public Training & Student Acknowledgement:

- I. The student acknowledge the he/she needs to study the course material supplied before and/or during the course attendance as indicated the application form in order to pass the entrance exam and/or midterm exam and/or final examination/s.
- II. (minimum passmark: 84% for AHA & ERC courses, 76% for ITLS courses, 50% for First Aid, OSH and industrial Fire Fighting Courses)
- III. (minimum passmark for ECP Courses: 100% CPR, 75% OSCE, 75% Simulation, 50% Theory).
- IV. The student acknowledge and understand that the he/she will not be eligible to attend a course when any or all pre-course requirements / stipulations have not been met and/or completed.
- V. The student acknowledge the he/she knows that full course attendance is required as part of the course completion criteria for any and/or all courses undertaken.
- VI. Course fees for courses below NAD 5,500.00 must be paid in full 10 (ten) working days before the course will start. Course fees for courses above NAD 5,500.00 must be paid as stipulated in the public application form, section "Course Fee Arrangement".
- VII. Course Materials and/or Manuals will be forwarded upon receipt of full payment for E3 - #5 Courses. Payment method: Electronic Fund Transfer (EFT), debit or credit card and/or cash – preferable eft.
- VIII. Training commences at 08h00
- IX. Extraordinary courier charges will be invoiced in addition to the course fees for the delivery of the course material and/or certificates
- X. Cancellation and/or postponement of the course application. Refunds will be effected as follows:
  - A. Cancellations:
    1. Inform OSH-Med international in writing more than 4 (four) weeks before the course date, 40% will be refunded of the total course fee to be paid - any outstanding amount must be settled by the student.
    2. Inform OSH-Med international in writing less than 4 (four) weeks before the course date, no refund of the total course fee to be paid - any outstanding amount must be settled by the student.
  - B. Postponements:
    1. Inform OSH-Med international in writing more than 4 (four) weeks before the course date, applicable postponement fee: NAD 0.00 for the first postponement.
    2. Inform OSH-Med international in writing less than 4 (four) weeks before the course date or 2nd and ongoing postponement, applicable postponement fee: 50% of the initial course fee.
- XI. Please note: OSH-Med International will deduct the costing of course materials received and or special requested form any refund effected
- XII. No refunds of any course fees paid will be paid out for non-attendance of courses booked and/or unexcused no show on confirmed date as booked. Exception illness proofed by a sick leave letter, here one postponement under section 1.IX.B.1. can be granted.
- XIII. The student acknowledge that course dates may be subject to change at short notice (I.e. within 1 week of the stipulated course date) dependant upon the number of participants booked at the respective course. This is in line with the minimum course participation requirement to present each course.

- XIV. 1st (First) examination rewrite attempt for all courses presented by OSH-Med International (at any of our branches) will be conducted free of charge, **EXCEPT ECP COURSES REWRITE ATTEMPTS**. Thereafter a rewrite fee of NAD 2,900.00 excl. VAT will be applicable per attempt. All examination rewrites undertaken not at our branches , will be quoted and must be paid before the examination.
- XV. If the exam mark is 41% or less in one or more subjects the course must be repeated and an additional fee of 70% of the current valid course fee will be applicable and charged. Full payment of this fee must be paid before examination.
- XVI. All Emergency Care Practitioner students need to be physically capable and able to work on the floor and/or under stress. Candidates who are not able to fulfil this requirement will not be eligible for examination and completion of the course.
- XVII. Note: all HPCNA registered practitioners attending any CPD courses - it must be made aware expressly clear, that these courses are CPD programmes and therefore will not increase your HPCNA registered scope of practice in any way.
- XVIII. The student acknowledge and will not hold OSH-Med international (or any of its affiliated companies, service providers, contractors, shareholders, members, instructors and/or employees) liable for any loss or personal injury incurred while attending courses facilitated by OSH-Med international
- XIX. E&O in the quotation/application are accepted by the student
- XX. OSH-MED Medical Investments is trading as OSH-MED International

## 2. Corporate Service & Training:

- I. Copies of delegates identification documents are to be handed in for correct certification
- II. All course material and presentation will be in English
- III. 100% course attendance is required
- IV. Training commences at 08h00
- V. Clients delegates fall under T&C point 1.I-V, XI-XVII
- VI. Cancellation and/or postponement of the course application. Refunds will be effected as follows:
  - A. Cancellations:
    - 1. Inform OSH-Med international in writing more than 2 (two) weeks before the course date, 50% will be refunded of the total course fee to be paid - any outstanding amount must be settled by the client.
    - 2. Inform OSH-Med international in writing less than 2 (two) weeks before the course date, no refund of the total course fee to be paid - any outstanding amount must be settled by the client.
  - B. Postponements:
    - 1. Inform OSH-Med international in writing more than 2 (two) weeks before the course date, applicable postponement fee: NAD 0.00 for the first postponement.
    - 2. Inform OSH-Med international in writing less than 2 (two) weeks before the course date or 2nd and ongoing postponement, applicable postponement fee: 50% of the initial course fee.
- VII. Once payment has been received, certificates will be hand over to the company
- VIII. Proof of payment is required, as per the invoice, prior handing over of the certificates.
  - A. **Kindly forward the proof of payment to your OSH-MED service consultant.**
- IX. OSH-MED shall endeavours to train our client correctly and timelessly but does not warrant that it shall do so nor does it warrant that the client shall not incur any damages resulting from our services. The client hereby waives any claims it may have against OSH-MED and

indemnifies OSH-MED and holds it harmless against all liabilities arising out of the causes of action set out

- X. At onsite training (not at any city of our branches) 50% deposit of the accepted quote amount must be paid prior training.
- XI. At onsite training (not at any city of our branches) traveling of the instructor on Sunday & Public holiday will be charged extra
- XII. E&O in the quotation are accepted by the client
- XIII. OSH-MED Medical Investments is trading as OSH-MED international

### **3. Medical Standby Service**

- I. Beverage and lunch to be provided by the organiser
- II. 100% of the accepted quoted amount must be paid upfront
- III. In case the event will take longer than initial requested, the first 30 minutes will be free of charge, per any additional 30 minutes and additional standby fee of NAD 75.00 per two medics will be charged
- IV. Cancellation and/or postponement of the services. Refunds will be effected as follows:
  - A. Cancellations:
    - 1. Inform OSH-Med international in writing more than 2 (two) weeks before the service date, 50% will be refunded of the total service fee to be paid - any outstanding amount must be settled by the client.
    - 2. Inform OSH-Med international in writing less than 2 (two) weeks before the service date, no refund of the total service fee to be paid - any outstanding amount must be settled by the client.
  - B. Postponements:
    - 1. Inform OSH-Med international in writing more than 2 (two) weeks before the service date, applicable postponement fee: NAD 0.00 for the first postponement.
    - 2. Inform OSH-Med international in writing less than 2 (two) weeks before the service date or 2nd and ongoing postponement, applicable postponement fee: 50% of the initial service fee.
- V. Proof of payment is required, as per the invoice, prior the standby.
  - A. Kindly forward the proof of payment to your OSH-Med service consultant.**
- VI. No refunds are applicable
- VII. E&O in the quotation are accepted by the client
- VIII. OSH-MED Medical Investments is trading as OSH-MED international

### **4. OSH Inspection Services**

- I. Client must provide all necessary documents for the object to be inspected
- II. All reports and presentations will be in English
- III. Inspection time according to prior communication
- IV. 50% deposit required prior the inspection
- V. Payment & proof of payment is required, as per the invoice, prior handing over of the report and/or certification.
- VI. Kindly forward the proof of payment to your OSH-MED service consultant.
- VII. The client hereby waives any claims it may have against OSH-MED and indemnifies OSH-MED & partners and holds it harmless against all liabilities arising out of the causes of action set out
- VIII. E&O in the quotation are accepted by the client

IX. -OSH-MED-medical investments is trading as OSH -MED international

**5. Area rental and other premises related services**

- I. rent includes electricity & water (example light, air condition or pool pump, etc) use.
  - A. responsibility to switching on and off the power or water is by user/client
  - B. delayed switching off of the power or water will be charged NAD 100.00 per hour, for non contract rentals (short-term, day to day rentals)
  - C. Main power users as air condition, pool water filling, pool heater, pool pump is to be used during operations hours only, for contract rentals, delayed switching off of the power or water will be charged NAD 100.00 per hour
- II. Cleaning the area used and surrounding and cleaning consumables (example soap, chlorine, etc) are in the responsibility of user/client
- III. user/client must make sure, that all chairs are at their original place and if cleaning does not happen a penalty of NAD 500.00 will be charged extra.
- IV. The rental area must be booked and paid in advanced, for non contract rentals (short-term, day to day rentals)
- V. If the area booked time use exceeds the time frame the additional time will be charged according to the agreed hourly rate.
- VI. The user/client is responsible for damages to the area used and surrounding during use.
- VII. Once payment has been received, area can be used
  - A. Kindly forward the proof of payment to your OSH-MED service consultant.
- VIII. No refunds and full rental charge will be done of any rental fees for non-attendance of the area booked and/or unexcused no show on confirmed date as booked. Exception illness proofed by a sick leave letter, here one postponement under section 1.IX.B.1. can be granted.
- IX. Cancellation and/or postponement of the services. Refunds will be effected as follows:
  - A. Cancellations:
    1. Inform OSH-Med international in writing more than 2 (two) weeks before the rental date, 50% will be refunded of the total service fee to be paid - any outstanding amount must be settled by the client.
    2. Inform OSH-Med international in writing less than 2 (two) weeks before the rental date, no refund of the total service fee to be paid - any outstanding amount must be settled by the client.
  - B. Postponements:
    1. Inform OSH-Med international in writing more than 2 (two) weeks before the rental date, applicable postponement fee: NAD 0.00 for the first postponement.
    2. Inform OSH-Med international in writing less than 2 (two) weeks before the rental date or 2nd and ongoing postponement, applicable postponement fee: 50% of the initial service fee.
- X. OSH-MED shall endeavours to train our client correctly and timelessly but does not warrant that it shall do so nor does it warrant that the client shall not incur any damages resulting from our services. The client hereby waives any claims it may have against OSH-MED and indemnifies OSH-MED and holds it harmless against all liabilities arising out of the causes of action set out
- XI. E&O in the quotation are accepted by the client
- XII. OSH-MED Medical Investments is trading as OSH-MED international