Basic Injury Support™
Booking Terms

PROVIDER	THRDSKLL FZC, Sharjah Publishing City Free Zone, United Arab Emirates (licence No. 4431940.01)
COURSE	Basic Injury Support™ for Exercise Professionals, Version 1.1 (two days, 12 hours of tutor-led learning)
CONTACT	WhatsApp +971 56 340 8808 · info@thrdskll.com

These terms apply to every individual booking on a BIS course. By booking a place, you agree to them. Club prices apply only when a gym or club books and pays for its own coaches on one invoice, under the THRDSKLL Club Price List and a separate written agreement. Coaches who book on their own, even together, pay the fees below.

1 · BOOKING AND PAYMENT

- Your place is confirmed only when we receive the full course fee. We do not hold places without payment, and we do not offer instalments.
- Fees are shown in UAE dirhams (AED). No VAT is added.
- **Standard fee:** AED 1,800.
- **First 8 places on each course:** AED 1,500, while those places last.

2 · BEFORE THE COURSE

- The Participant Manual is sent to you as a PDF as soon as your booking is confirmed, together with the pre-reading for Day 1 and Day 2.
- To take part, you must hold a Level 2 or Level 3 Personal Training certification or equivalent, and a current first aid and CPR certificate. Please send copies when you book.
- Please make sure you meet these prerequisites before you book, as the course fee is non-refundable.

3 · IF YOU CANNOT ATTEND

Course fees are non-refundable once your booking is confirmed. From that moment your place is held for you and closed to other coaches, the manual and pre-reading are sent to you, and the costs of running the course are committed on your behalf.

Your place is not lost, though. Tell us in writing, by WhatsApp or email, any time before Day 1, and you can choose one of these, free of charge:

- **Move your place** once, to a BIS course starting within the next 6 months.
- **Send another coach** who meets the prerequisites in your place. Please tell us at least 3 days before Day 1, so we can check their certificates.

If you do not attend and have not told us before Day 1, the fee is forfeited, except in the case below.

If something unexpected stops you coming. Life happens: a sudden illness or injury, or a family emergency. If it stops you attending, even on the day, message us as soon as you can and send a doctor's note or similar where you can. Your fee is not refunded, but your place is not lost. You can:

- send another coach who meets the prerequisites in your place; or
- attend the next available BIS course, free of charge.

4 · IF WE CANCEL OR CHANGE THE COURSE

We may need to cancel or reschedule a course for technical or operational reasons, or for reasons outside our control. We will tell you at least 7 days before Day 1 wherever possible, and you may choose a full refund or a transfer to another date. We are not responsible for travel or other costs you have already paid.

5 · ATTENDANCE, ASSESSMENT AND CERTIFICATE

- To receive the BIS certificate, you must attend both live days in full, take part in every activity, pass the written test (14 out of 20) and be assessed as Competent in the practical scenario assessment.
- If you arrive late or leave early and miss a significant part of a day, the tutor may ask you to complete that part on a later course before your certificate is issued.
- If you do not pass the written test, you may take two re-tests free of charge (Re-test One and Re-test Two). If you do not pass any of the three, you may attend the course again at 50% of the current fee.
- If you are assessed as Not Yet Competent in the practical scenario assessment, you receive feedback straight away and make one more attempt the same day with a different scenario card. If you are still Not Yet Competent, you may be re-assessed free of charge at a later course.
- **Re-sit to relearn.** After you complete the course, you may sit in on a later run free of charge when there is space. Paying coaches come first. A re-sit is attendance only: bring your own snacks and lunch, and no new manual or certificate is issued.
- **Teaching Practice.** You may be invited back to help coaches with the practicals under the tutor's lead: free, unpaid and your own choice, with lunch and snacks provided and a Certificate of Teaching Practice.
- REPs UAE CPD points are awarded under REPs UAE rules, once the course is endorsed. THRDSKLL is not responsible for decisions made by REPs UAE.

6 · YOUR HEALTH AND SAFETY

The course includes practical, hands-on activity. Please tell the tutor about any injury or health condition that could affect you, and take part within your own limits. The tutor may adjust or stop an activity for your safety.

7 · COURSE MATERIALS AND INTELLECTUAL PROPERTY

The Participant Manual, forms and all course materials are © Hep Rebellon, TRAINREHAB™. They are for your own professional use only. You may not copy, share, sell, record or adapt them, or use them to teach others, without written permission. Photography and recording during the course are not allowed without the tutor's agreement.

8 · PHOTOGRAPHS

We may take photographs during the course for our records and marketing. On Day 1 you will be asked on the registration sheet whether you agree. We will only use a photograph in which you can be identified if you have ticked Yes.

9 · YOUR INFORMATION

We use your details only to manage your booking, issue your certificate and keep the course records REPs UAE requires. We do not share them with anyone else without your consent, unless the law requires it.

10 · GENERAL

These terms are governed by the laws of the United Arab Emirates. We may update them from time to time, and the version in place on the day you book applies to your booking.

Questions before you book?
Message us and we will help.

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