

TERMS AND CONDITIONS FOR CPD TRAINING

Updated on: 01-10-2024

By booking a CPD (Continuing Professional Development) training, you agree to the following terms and conditions:

1. Booking Process

- Bookings are confirmed upon receipt of full payment or receiving a non-refundable deposit or as agreed under specific invoicing arrangements and a registration form.
- The deposit level is 50% of the cost of the training
- Deposits are non-refundable
- A confirmation email will be sent upon successful booking, including course details, date, time, and venue.

2. Payment Terms

Full payment or outstanding balance payment must be made before the training date or before the start of the training unless a different payment schedule has been agreed upon in writing. Invoicing can be arranged for corporate or group bookings. All invoices must be paid within 4 working days from the issue date.

3. Cancellations and Refunds

3.1 Cancellations by the Participant:

- If a booking is cancelled by the participant more than 5 days before the training date, a refund will be issued minus a non-refundable deposit and administrative fees of £20.

No refunds will be provided for cancellations made less than 5 days before the training date.

3.2 Cancellations by training provider:

- The training provider reserves the right to cancel or reschedule a course due to unforeseen circumstances or insufficient enrolment. You will be informed by phone or email in such cases.
- In the event of cancellation by the Training provider, a full refund will be provided, or the option to transfer the booking to an alternative date or course (within 3 months) will be offered.

3.3 Non-attendance of the training by the Participant or inability of the Participant to attend training for any reason except Force Majeure:

- Without prior notice of more than 3 days: no refunds will be issued, and no request to transfer a booking to another day will be satisfied
- With a notice within 3 days before the course: no refunds will be issued, and a change of booking/transfer fee may be applied

3.4. Proven Inability to participate in or to attend the training due to unforeseen health conditions (including COVID-19) of the participant occurred within 3 days before the training or happened on a day of training before the training starts - a refund minus deposit will be issued or the option to transfer the booking to an alternative date or course (within 3 months) will be offered.

4. Changes to Booking

- Requests to transfer a booking to another date must be made in writing and are subject to availability.
- The training provider will not charge for transferring the booking (to a date within 3 following months) if notified 5 working days in advance. Any requests made within 4 days may incur an administrative fee of £20
- Transferring the booking (to a date over 3 months) will require an administrative fee of £20 to confirm the place. CPD training is delivered in person as per the course description. The course content may be slightly adapted to meet the participants' needs

5. Course Delivery

- CPD training is delivered in-person as per the course description. Course content may be slightly adapted to meet needs of the participants.

- Training provider is not responsible for any technical issues that may arise during training sessions.

6. Participant Responsibilities

- Participants are expected to attend the training on time and complete it in full.

- The participant is responsible for travel, accommodation, and other expenses.

Participants are responsible for ensuring they meet training requirements and are fit and healthy to practice with peers.

- Participants are responsible for ensuring that they possess their insurance and knowledge up to date

7. Certification and CPD Credits

- A CPD certificate will be provided to participants who complete the course in full.

The training provider does not guarantee the acceptance of CPD credits by all professional organisations.

8. Data Protection and Privacy

- By booking a course, you agree that the training provider may collect and process your personal data in accordance with our Privacy Policy and GDPR.

- We will not share your personal information with third parties without your consent, except as required by law.

9. Limitation of Liability

- The training provider will not be liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use the materials or information provided during the training.

- Our total liability for any claim arising from the training shall not exceed the total amount of the booking fee.

10. Force Majeure

- Training provider is not responsible for any failure to perform its obligations where such failure is due to circumstances beyond its reasonable control, including but not limited to natural disasters, strikes, or technical failures.

11. Other

- Certificate is issued in paper format at the end of the training day

- Fee of £20 applied in cases where Replacement of certificate is requested as well as additional post and packaging fee applied if replacement of certificate is required to be delivered by the post

12. Amendments

- The training provider reserves the right to amend these terms and conditions at any time. Any changes will be communicated to participants and published on our website in form of updated Terms and Conditions.