



**NORTH WEST**  
**MEDICAL SOLUTIONS**

## Training Course Booking Terms and Conditions

**Number of candidates:** North West Medical Solutions reserves the right to restrict the number of candidates attending each training course, to ensure quality and maintain candidate enjoyment. In most cases this will be restricted to 12 candidates, unless otherwise stated or agreed.

**Normal Allocation:** All courses will be filled on a first come first served basis, unless otherwise specified. Once a course is full a reserve list will be kept and any places becoming available will be offered to the reserve list in the order of when North West Medical Solutions were notified of interest.

**Confirmed bookings:** No bookings will be accepted without a completed booking form being returned and received by North West Medical Solutions along with accompanying payment. Bookings will only be confirmed at the point that the candidate receives written confirmation that they have been allocated a place on a specified training course.

**Bookings by an organisation:** An organisation booking places on training courses on behalf of their employees/volunteers is responsible for ensuring nominated individuals are aware of these terms and conditions and that no places are guaranteed until a booking is confirmed in writing, as per 'Confirmed Bookings' above.

**Non-attendance:** If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

**Late arrivals/missed sessions:** If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable. Attendances are required to all planned sessions during a course.

**Requalification courses:** A valid in date qualification will need to be seen in order to complete any requalification courses. Fees are still payable if a candidate cannot attend due to not holding the correct valid qualification.

**Payment:** Courses are payable at the time of booking, unless otherwise arranged. Invoices are to be paid no later than 30days from issue date or prior to course start date (whichever is sooner). VAT may be payable and will be shown on quotes/ invoice (if applicable).

**Eligibility to undertake training:** It is the employer's responsibility to ensure that candidates are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome candidates with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace.

- North West Medical Solutions would welcome in advance, for setup purposes, notification of any assistance that a candidate is likely to need during the running of the course.

**Referrals:** If it is felt that the candidate doesn't meet the learning outcomes of the course and or assessment process and is referred, they will be offered a free reassessment. Any further training or coaching over and above that provided on the course may be charged for.

### **Cancellation**

Cancellation by North West Medical Solutions

- In the event of North West Medical Solutions having to cancel a training course, all candidates will receive confirmation in writing of cancellation and a full refund.

Cancellation by a candidate or candidate's organisation

- In the event of a candidate or their organisation cancelling a training course the following will apply:
  - All cancellations must be in writing.
  - You should try to give as much notice as possible if you need to cancel a booking.
  - Cancellation charges are as follows per person:

At least 30 days' notice before the date of the course: Nil

At least 21 days' notice before the date of the course: 10% of the total cost.

At least 14 days' notice before the date of the course: 50% of the total cost.

7 days' notice or less before the date of the course: no refund given

(Where a candidate can be substituted for another candidate from the same organisation cancellation charges may not apply)

**Please do not hesitate to contact us if you are unsure about the meaning of any terms and conditions.**