

Course Terms and Conditions

1. Booking confirmation: Delegates will receive written notification of the course date/centre. Delegates who do not receive written confirmation within one day of booking are asked to contact the Education Team as failure to arrive on the correct date may result in a loss of fee. Course bookings close at least 10 working days prior to the course date.

2. Cancelling by the BHS: All courses are subject to cancellation/ alteration/postponement should unforeseen circumstances dictate. The Education Team will make all reasonable effort to provide delegates with ten working days' notice in the event of a course being cancelled, altered, or postponed, however there may be circumstances outside of our control when this is not possible. In the event of cancellation/ alteration/ postponement, the Education Team will try to offer a suitable alternative booking. If the delegate chooses not to accept the alternative booking a full refund of the course fee will be provided. The Education Team is unable to reimburse costs incurred other than the course fee (e.g. travel, rail tickets or accommodation) and delegates may wish to arrange independent insurance to cover these costs.

3. Bad weather conditions: Delegates are advised that in the event of ice, snow or flood, courses may be cancelled. While the Education Team will endeavour to notify all delegates, delegates are advised to call the venue the day before if in any doubt. If the course continues to run, delegates who fail to arrive, for any reason (including weather conditions), are liable to forfeit their fee. Delegates are advised to be aware of this when booking assessments during the winter months.

4. Cancellation and transfers by delegates: In all cases, written notification must be made to the Education Team accompanied by the appropriate fee and medical evidence where applicable.

Cancellation and transfers on medical grounds- All courses

a) Cancellations: Delegates who are unable to attend the course due to medical reasons are required to forward a medical note no later than five working days after the intended course date. 75% of the assessment fee will be refunded upon receipt.

b) Transfers: Delegates (including Accredited Professionals) who are unable to attend their course due to medical reasons are required to forward a medical note no later than 5 working days after the intended course date, with a fee of 25% in order to transfer the booking.

Other cancellations and transfers

a) Cancellations: Delegates are required to give a minimum of 10 working days written notice before the course date if they wish to transfer their course and obtain a part refund. Delegates will be refunded 50% of the original course fee.

b) Transfers: Delegates (including Accredited Professionals) are required to give a minimum of 10 working days written notice before the course date if they wish to transfer their course. Delegates wishing to transfer to another course will be charged 25% of their course fee.

Delegates wishing to cancel/ transfer within 10 working days of the course date will forfeit their course fee unless on medical grounds.

Any cancellations or transfers will still need to adhere to the original expiry dates of the relevant certificate.

5. Pregnancy and nursing mothers: Pregnant women must be able to carry out any practical tasks asked of them during the course (e.g. give two rounds of CPR). If you are unable to complete tasks you will be asked to retire which may result in the loss of fee and the qualification not being achieved. Nursing mothers may bring their babies with them to the course accompanied by a responsible adult who cares for them outside of the course environment for the duration.

6. Certificates: Certificates will either be issued on the day of the course or 10 working days after via post. Please check your name on the confirmation letter and the register when you attend the course for spelling. It is your responsibility to let the Education Team know of any spelling errors and any cost incurred on a replacement certificate may be charged to the delegate. If you wish to purchase a replacement certificate this will be charged at £5.

7. Record: It is the responsibility of the delegate to ensure the Education Team has the correct membership number at the time of the course to allow them to update your record and should you agree, the BHS may share this data with other organisations.

8. Privacy Notice: To see our Privacy Notice, or if you need any further information, please write to us; BHS, Abbey Park, Stareton, Kenilworth, CV8 2XZ or go to <http://www.bhs.org.uk/privacy>