

Medical Emergencies Academy

Terms & Conditions: hands-on courses (version TC1.01)

Bookings are accepted subject to the following terms and conditions. Please read these terms and conditions before making a booking with us. By making a booking, it is assumed you have read, understood and accept these terms and conditions. These booking terms and conditions are to ensure transparency and to protect the interests of both the customer and Medical Emergencies Academy

1) Definitions

- i) The terms “we”, “us”, “our” or “MEA” refers to Medical Emergencies Academy and Dr Andrea Wraith.
- ii) The terms “you” or “your” refers to the individual/company/organisation making and paying for the booking.
- iii) The term “Clinic-based” refers to a service that is provided in the clinic of an individual/company/organisation.

2) Valid date

These *Terms and Conditions* apply to bookings made on or after 01.01.26 regardless of when the course is to take place.

3) Course Bookings

i) Method of booking

Our preferred method of making bookings is via our online booking system through our website www.medicalemergencies.academy. However, you can also make a booking by email contact@medicalemergencies.academy.

ii) Provisional bookings

It is possible to make provisional bookings. Please email us at contact@medicalemergencies.academy with your request. Provisional bookings will only be held for a maximum of 7 days. The course / your place on a course is not confirmed until we have received payment and we have sent you a confirmation of your booking by email.

iii) Clinical Skills Course waiting list

If the course you wish to book is full you can be placed on a waiting list. If a delegate cancels you will automatically take their place, and you be notified of this by email. Please note that to join the waiting list you will need to pay the course fee.

4) Payment Terms

- i) Our preferred method of payment is by card through our online booking system, however you can make payment by bank transfer if you prefer. If you wish to pay by bank transfer you will need to email us in order to reserve a course date (please see 3 above) as our online booking system will not allow you to reserve places without taking a payment. If paying by bank transfer please note your booking will not be confirmed until payment has been received and we have confirmed the booking with you by email.
- ii) For the Medical Emergencies course (with or without the scenario training with an actor) the fee listed is for up to 8 delegates for the Immediate Life Support course the fee listed is for up to 6 delegates . If fewer delegates attend you will not receive a discount. For the Medical Emergencies course (with or without the scenario training with an actor) it is possible to have up to two additional delegates attend (i.e. up to ten delegates can attend in total); if additional delegates are booked but do not attend, the fee for the additional delegate / delegates who did not attend will be refunded in full within 10 days of completion of the course.
- iii) All courses must be paid for at the time of booking.
- iv) No VAT is payable on any of our courses.

5) Cancellation and rescheduling a booked course

- i) Once a course is booked we would request you give as much notice as possible if you wish to either reschedule or cancel the course; please email contact@medicalemergencies.academy to notify us of the cancellation or your wish to reschedule. We will respond to your email to confirm – the date of the cancellation or reschedule will be taken as the date of your email not the date of our response. A day is up to midnight.
- ii) *Cancellation of a clinic-based course*
 - a) If 30 days or more notice is given we will issue a full refund
 - b) If 29 to 15 days notice is given you will receive a refund of half of the course fee paid
 - c) If 14 days or less notice is given there will be no refund made.

iii) *Rescheduling of a clinic-based course*

- a) If 15 or more days notice is given there is no rescheduling fee
- b) If 14 or less days notice is given MEA reserves the right to charge a rescheduling fee – whether a fee is due, and how much that fee will be, is decided on a case-by-case basis.

iv) *Cancellation of a place on a Clinical Skills Course*

- a) If 30 days or more notice is given we will issue a full refund
- b) If 29 to 15 days notice is given you will receive a refund of half of the course fee paid
- c) If 14 days or less notice is given there will be no refund made.

v) *Rescheduling of a place on a Clinical Skills Course*

- a) If 15 or more days notice is given there is no rescheduling fee
- b) If 14 or less days notice is given MEA reserves the right to charge a rescheduling fee – whether a fee is due, and how much that fee will be, is decided on a case-by-case basis.

vi) *Failure to attend*; if you fail to attend the course you booked no refund will be made.

vii) Where a refund is due this will normally be made to the card you used to pay for the course. If you paid by bank transfer the refund will be made back to the same account by bank transfer.

viii) *Cancellation by MEA*

a) *Clinic-based course*

In the very unlikely event that we have to cancel your course we will provide you with as much notice as is possible. We will notify you by both email and telephone to ensure you receive the cancellation notice. Regardless of when the cancellation is made by us you will receive a full refund for the course either to the card you paid with or, if you paid by bank transfer, to your clinic bank account. If we give you 14 days or less notice of the cancellation we will also provide you with a credit note towards another course to the value of 50% of the fee paid by you for the course that was cancelled. This is a goodwill gesture and does not in any way imply that we accept liability for any costs incurred by you. Credit notes for courses can only be used for future courses and are not refundable in part of full.

b) *Clinical Skills course*

In the very unlikely event that we have to cancel the course you booked we will provide you with as much notice as is possible. We will notify you by email and, if we have a telephone number for you, phone. Regardless of when the cancellation is made by us you will receive a full refund for the course either to the card you paid with or, if you paid by bank transfer, to your bank account. If we give you 14 days or less notice of the cancellation we will also provide you with a credit note towards another course to the value of 50% of the fee paid by you for the course that was cancelled. This is a goodwill gesture and does not in any way imply that we accept liability for any costs incurred by you. Credit notes for courses can only be used for future courses and are not refundable in part of full.

c) We regret that no liability will be accepted by MEA for any costs incurred by the client, either directly or indirectly, related to the cancellation of the course by us. This includes, but is not limited to, loss of earnings or costs arising from clients having to cancel booked accommodation or travel.

6) Course provision

i) *Clinic-based course*

- a) Medical Emergencies Academy (MEA) will provide all materials and sundries required to provide the course except a sharps bin and a clinical waste bag – these must be provided by the clinic in which the course is delivered.
- b) We do not provide refreshments but all our courses include short ‘comfort breaks’ to allow delegates to consume their own refreshments. Please note for courses taking place at Wolfson College, Cambridge it is a policy of the venue that no refreshments are allowed on site.
- c) We will provide access to applicable online modules 12 days before the course date. We will also provide a hard copy handout at the beginning of the course but delegates will need to provide their own pens if they wish to make notes.

ii) *Non clinic-based Clinic Skills course*

- a) Courses take place at Wolfson College, Barton Road, Cambridge CB3 9BB unless otherwise stated.
- b) There is no free on-site parking at this venue. There is street parking close by and good access from Cambridge train station by either bus or taxi.
- c) It is a policy of the venue that no refreshments are allowed on site.
- d) We will provide access to applicable online modules 12 days before the course date. We will also provide a hard copy handout at the beginning of the course but delegates will need to provide their own pens if they wish to make notes.

7) Liability

We cannot accept any liability whatsoever in respect of loss or damage to personal property while you are on any of our courses unless this loss or damage is caused by the negligence of our staff.

8) Course monitoring & quality assurance

For quality assurance purposes, we will monitor and record your performance throughout the course. This may include a syllabus checklist and various assessment sheets. This documentation is for the use of MEA only and no information will be disclosed to any third parties unless we have a statutory duty to do so.

9) Data Protection

Your personal information will be held on file for internal record keeping only. All personal information is held and used in accordance with the *Data Protection Act 2018* and will not be shared with any third party unless we have a statutory duty to do so. Your personal data (e.g. name, email, phone number, additional learning needs) will only be used to inform our course delivery and to contact you with information relating to the booked course.

10) Privacy - please see our privacy policy

11) Responsibilities - we ask that you are aware of the following;

- i) All training involves a series of practical activities. Participants are expected to be physically able to complete all activities.
- ii) Due to the practical nature of our training courses, you should wear loose, comfortable and practical clothing.
- iii) Please bring any medical problems, disabilities or other issues that may affect your ability to complete a course to the attention of the trainer before the course starts (e.g. recent injury, learning disability, dyslexia, etc.) We will make all reasonable adjustments to account for this during the course. We will not exclude anyone from our training and will ensure all reasonable adjustments are in place to meet our statutory obligations. If you do not disclose information about yourself at the time of booking or at the very latest before the commencement of the training course, it may very difficult for us to apply any reasonable adjustments. In extreme circumstances this may result in exclusion from the training course, in which case no refund will be payable (please also see point c in section 5 viii)
- iv) Health and Safety is of paramount importance to us. It is the responsibility of all attendees on our courses to maintain acceptable levels of behaviour and always act in a safe, reasonable and professional manner. Any unacceptable behaviour will lead to offenders being asked to leave the course. Should any damage be caused to equipment, or the venue, you will be required to pay the cost to rectify any issues. Any course members noticing any unacceptable conduct should report it to the tutor immediately.

13) Health & Safety of training venues

i) Venues provided by you “The Client”

It is your responsibility to ensure that the venue you provide for your group is suitable and safe. We retain the right to cancel a course if the venue is deemed unsafe by the tutor on the day.

ii) Venue for Clinical Skills course: Wolfson College, Cambridge

It is the responsibility of Wolfson College, Cambridge (or whichever venue is used if this is not Wolfson College) to ensure that the venue they provide is suitable and safe. Medical Emergencies Academy will obtain confirmation from Wolfson College (or whichever venue the course is to be held at) that this is the case.

14) Copyright

All course content both visual, intellectual, written or otherwise cannot be reproduced in part or whole, without the express, written permission of Medical Emergencies Academy and Dr Andrea Wraith. Failure to do so may result in prosecution.

15) Feedback or complaints

We trust that you will be 100% happy with our service but if you are not we want to know about it. We also appreciate general feedback from our clients. Please send any feedback or complaints to contact@medicalemergencies.academy.

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