

## Terms & Conditions

1. Completion of a course booking (booking form, online booking, email or over the phone) creates a binding agreement to follow the course and pay the full fee.
2. Upon receipt of your booking form, online booking, email booking or verbal booking and course fee you will be sent a email confirming your place on the course and receipt of the course fee. If you ask us to raise an invoice for your booking, you will be sent a confirmation letter and invoice. Your booking is not confirmed until you receive this hard copy confirmation.
3. If you are being funded to attend a course, the full course fee must be made at least 4 weeks prior to the course date, unless agreed in advance with The Health Rooms.
4. A full refund, **less a £50 administration fee**, will be made if written cancellation is received by the The Health Rooms **four weeks prior** to the course date. No refunds will be made after this time, for whatever reason. Substitute delegates are accepted at any time.
5. Unable to attend a course – The Health Rooms will not be held liable for delegates being unable to attend (UTA) any event due to circumstances out of their control. For the avoidance of doubt, The Health Rooms cannot be held liable for delegates being UTA due to travel disruption (road, rail or air), delegate ill health, family members ill health or any other situation resulting in non attendance.
6. The Health Rooms reserves the right to cancel the course if there are insufficient registrations. If, in the unlikely event a tutor cannot attend the course, The Health Rooms will endeavour to find a new date for the course to be held. The health Rooms will not be held responsible for any damages incurred as a result of course cancellation or delegate non-attendance (to include accommodation/hotel bookings or associated admin fees, non-refundable travel costs or any other costs incurred to attend).
7. Force Majeure – The Health Rooms cannot be held liable for costs arising from a booking not met by us due to circumstances beyond our control such as adverse weather or travel conditions, vehicle failure, personal injury/illness, etc.
8. The Health Rooms will not be held responsible for returned cheques due to insufficient funds being available in your account. A £15 admin fee is due for any cheques returned by your bank as unpaid.
9. Service - We will endeavour to provide the course as described on the The Health Rooms website or any other Health Rooms promotional material. Please be aware, due to unforeseen circumstances details may need to be altered however the overall quality of the course will not be diminished and we will endeavour to notify you as soon as possible of any changes.
10. Limit of liability – The Health Rooms have a duty of care to its customers and staff but are only liable up to the cost of your course. We cannot be held responsible for damage and/or loss to your personal possessions. We are also not liable for failure in carrying out the contract if the failure is due to the action of the participant or the action of a third party.
11. Your responsibilities - You accept that some courses have a practical component to them which if applied inappropriately may involve elements of risk or discomfort. By agreeing to these terms and conditions you take personal responsibility for your own actions. The Health Rooms accept no responsibility for damage, death or injury caused to you or by you as a result of participation. You must at all times work within your own ability and scope of practice. We reserve the right to refuse your acceptance on a course if we feel it is outside your scope of practice and may put other participants at risk of injury or discomfort. You must be physically able to partake in the course and if you do have any injuries, discomfort or prior knowledge that is relevant to any activities being performed it is your responsibility to make those known. We reserve the right to remove any person from a course if their behaviour is deemed by the tutor to be detrimental to the group, unsafe or adversely affecting the course. We will not be liable for any refund in these circumstances.
12. Medical - It is your responsibility to ensure that you are sufficiently fit and adequately equipped to partake on your chosen course. You must tell us of any medical conditions or dietary requirements at the time of booking. If for any reason you are not in a suitable condition to attend or complete a course or are under the influence of drink or drugs the facilitator may ask you to leave the course. We will not be liable for any extra expense incurred by this and you will not be able to claim a refund.
13. Complaints - Should you have a problem or complaint on your course you must bring it to the attention of our staff as soon as possible and we will try to rectify the problem. If you feel that the problem was not resolved and resulted in a much reduced enjoyment of the course you must inform us in writing within 28 days and we will respond within 28 days to resolve the matter to the satisfaction of both parties.
14. Privacy - We will not pass on your personal details to any third party.
15. These terms are correct at the time of printing, but are subject to alteration.

