

Terms and Conditions 2019

Application Process

- TherapyTrain CPD course places are limited. Applications will be processed strictly in date-received order; your place is not confirmed until payment has been received in full.
- Some Continued Professional Development courses have a minimum requirement for attendance including a certificate verification process. Applying delegates are required to complete the a registration form in full and email it back to our administration team; attaching any proofs of certification as requested.
- TherapyTrain reserves the right to register, search for/confirm and securely store any information listed on delegate registration forms. This information may be verified with other awarding or professional bodies before raising invoices or confirming delegate place.

Fees & Payment

- TherapyTrain aim to process applications within 10 working days and request payment within 21 days. A Course confirmation email will be sent to successful delegates (upon receipt of payment) with additional information on course content, schedule, venue and accommodation.
- Applying delegates may be required to pay 5% of the overall course fee to initiate a Certificate Verification Process. This fee is non-refundable and will be deducted from the overall course fees if the applying delegate is successful and is confirmed a place.
- Applying delegates may 'RESERVE' a course place for a non-refundable fee of 5% of the overall course costs. TherapyTrain will hold this delegate place for 30 days or up to three weeks' prior to course commencement date (whichever comes first), after which date; this place will be offered to waiting delegates unless payment has been received in full.
- Applying delegates may be liable to pay taxes when purchasing goods or services within the UK. TherapyTrain maintains no responsibility for any additional bank or transfer charges when receiving European/International payments.
- TherapyTrain course fees are subject to a standard UK 20% VAT charge on all services received in the UK.

Cancellations / Course Transfers

- All cancellations must be in writing and emailed to info@therapytrain.co.uk. All cancellations will incur a standard 5% processing and administration charge of the overall fee of the course
- If less than three weeks' notice given, full course fee will be charged
- Course places may be transferred to a suitable alternative delegate up to a week prior to course commencement date at no extra cost unless a certificate verification process is required. In such cases applying delegates are required to complete an additional application and make a non-refundable payment of 5% of the overall course fee.
- Transfers are not permitted once the course has begun and failure to attend a reserved course in its entirety will not entitle a delegate to any reimbursements or course transfers.
- TherapyTrain reserves the right to cancel a course at anytime without liability. Should this occur, delegates will be given as much notice as possible and offered an alternative date, credit towards a different course or a refund for course fees as appropriate. TherapyTrain maintains no responsibility for reimbursement of travel, accommodation or any additional costs.