

TERMS AND CONDITIONS

Telephone: 07960744582



1. Terms and Conditions

These terms and conditions (the "Terms") and any credit approval application ("Credit Application") are the basis of the contract (the "Contract") between Bridge Care Consultancy ("Bridge Care"/"us"/"we"/"our") and you.

These Terms may be amended from time to time. Every time you wish to make a booking with us, please check these Terms to ensure you understand the terms which will apply at that time.

2. Description and pricing of Courses

Although we make every effort to ensure the prices listed are correct, mistakes may sometimes be made. If a mistake is discovered in the price of the Course that you have booked prior to confirmation of your booking, we will tell you and give you the option of either reconfirming your booking at the correct price or cancelling your booking. In this instance, if we are unable to contact you or we receive no reply from you, your booking will be cancelled. Bridge Care reserves the right to change prices listed without notice. Bridge Care also reserves the right to refuse to supply to any individual or company.

3. Discounts

We intend to rely upon these Terms and any document expressly referred to in them in relation to the Contract between you and us. While we accept responsibility for statements and representations made by our duly authorised agents, please make sure you ask for any variations from these Terms to be confirmed in writing.

Portfolio multi-booking discounts: Where any 3 delegates from the same organisation book onto any single Course on the same date, a 5% discount will apply.

4. Application, Enrolment and Payment

Applications will only be accepted with payment of the deposit, although please note that some courses require payment of the full fee. Please note that any deposits are non-refundable.

If your course requires you to have a particular qualification, you must provide proof of that qualification when enrolling.

The balance of course fees (i.e. the total fee(s) less any deposit previously paid) is due no later than 28 days before the course starts. If the balance is not paid by this date, we reserve the right to treat the course as being cancelled and offer the place to another student.

All course bookings are subject to availability.

If you are unavailable when course materials are delivered to the address provided by you and they are not collected from the local depot an additional distribution fee may be charged if we are required to take receipt of, collect and/ or redeliver the materials.

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Our stated course fees include any delivery charges we incur to send course materials to a UK mainland address other than as stated in these Terms. Please note if your course materials have to be delivered to a non UK address, you accept liability for the delivery charge we will incur.

If you do not provide us with the requisite information, or you provide us with incomplete, incorrect or inaccurate information or instructions, we may make an additional administration charge of a reasonable sum to cover any extra work that is required or choose to cancel this Contract.

5. *Provisional bookings*

Where a booking made online, by email or over the telephone is not accompanied by full payment or a formal purchase order (sent either by post or by email), the booking will be deemed to be provisional ("Provisional Booking"). Provisional Bookings will only be held until 2 (two) weeks prior to commencement of the Course; after this any Provisional Bookings will be cancelled and where appropriate relevant charges applied.

When payment has been received in full, or a formal purchase order has been provided (either by email or by post), the individual's place on the Course will then be confirmed and a binding contract will have been entered into between Bridge Care and the booking party. Please refer further to the "How to pay" section below.

In the case of late bookings payment must be made prior to attendance of the Course. If payment is not made prior to the delegate attending the Course, Bridge Care reserves the right to refuse admission until payment has been made in full.

6. *How to Pay*

Payment must be made within 30 days from the date of the invoice or if the booking is made less than 30 days before the Course date, payment is required before the Course date.

- Direct BACs transfer to the Bridge Care bank account:

Bridge Care Consultancy Ltd

Cater Allen Private Bank

Account number: 56168779

Sort Code: 16-57-10

- Cheques by post made payable to "Bridge Care Consultancy".

Please note that we do not accept payment by cash or payments in any currency other than UK pounds sterling.

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7. Cancellation of Courses

Bridge Care reserves the right to amend or cancel any Course, Course times, dates or published prices. Changes to Course prices, times and dates will be advised before the Course start date and any Course already paid in full will not be subject to the increased price. As a Course may be cancelled up to four weeks prior to its start date, we recommend that delegates do not make travel or accommodation arrangements before this time. Any travel or accommodation costs incurred are entirely the delegate's responsibility. Bridge Care does not accept any liability for reimbursement of any costs incurred whatsoever in relation to its training Courses. Where a Course has been cancelled, delegates will be offered an alternative date for the same Course, a credit towards another Course or a refund.

Where a firm booking has been accepted by Bridge Care and is subsequently cancelled by the customer, he or she will be liable for the following charges.

Number of weeks before Course date that the cancellation is made:

Over 5 weeks – full refund

4 – 5 weeks – 25% charge

Less than 4 weeks – no refund

All cancellations must be received in writing.

Under the Consumer Protection (Distance Selling) Regulations 2000 you have a cancellation cooling off period where you can cancel your Course within a period of 14 working days beginning on the day after the day on which the Contract is concluded with you as notified by email or postal confirmation from Bridge Care in accordance with these Terms. In this case, you will receive a full refund of the price paid for the Course. After this initial cooling off period the above charges apply.

Upon receiving the joining instructions, you agree that the service provided by Bridge Care Consultancy is deemed to have commenced and you agree to waive your right to cancel your booking and receive a full refund within 14 working days under the Consumer Protection (Distance Selling) Regulations 2000. In such instances, the cancellation policy above will apply.

We reserve the right to make additional charges on cancellation to cover costs incurred by us in respect of course materials. You will be notified of any charges that may be applicable on cancellation.

8. Joining Instructions

Joining instructions including venue details and start times are sent out by email to the Course booker at least 10 (ten) days before the event. Once this has been done the service is deemed to have started under the Consumer Protection (Distance Selling) Regulations 2000.

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9. Intellectual Property

"Bridge Care" is a trade mark. You do not have any right to use this trade mark unless permission is specifically given to you to do so.

All written materials supplied by us to you shall belong to us until payment in full has been received.

All course materials are provided solely for your personal use in connection with your course. You may not copy, reproduce or modify any such materials, nor permit any third party access to them.

10. Data Protection

Data collected from you will only be used to administer the course or to inform you about similar services which we provide, unless you tell us that you do not want to receive this information. The data supplied by you will not be shared with anyone else

11. Written communications

Applicable laws require that some of the information or communications we send to you should be in writing. When contacting us you accept that most communication will be electronic. We will contact you by e-mail or formal correspondence via post. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

12. Accommodation

If you require accommodation the night before or during a Course please contact Bridge Care by email to bridget.strong@bridgecareconsultancy.com with details of the Bridge Care Course you are attending. Information on local accommodation will be sent upon request.

13. Complaints Procedure

At Bridge Care we are committed to providing a high standard of customer care. If you are not satisfied with any element of the service that you have received from us please contact the Bridge Care team on 07960 744 582.