



## *Courses' Terms & Conditions*

At Engreco Healthcare, we offer a range of comprehensive in-person and online training in dental and maxillofacial prosthetics. Our courses are designed to provide immersive, hands-on experience alongside accessible theoretical learning, supporting professionals at different stages of their clinical and technical careers.

Led by award-winning maxillofacial prosthetists, our CPD-accredited courses are tailored for clinicians, dental technicians, maxillofacial and dental professionals, and students seeking to advance their skills in prosthetic rehabilitation. Drawing on decades of clinical expertise, our training emphasises a deep understanding of materials, techniques, and workflows essential to producing high-quality dental and maxillofacial prostheses. Through a blend of live demonstrations, guided practical sessions, and structured online content, participants gain the knowledge and confidence to optimise prosthetic outcomes and enhance patient satisfaction, exploring the unique intersection of science, artistry, and innovation that defines modern maxillofacial prosthetics.

reserve your place, please contact us via the *Contact Us* form on our website, [www.engreco.co.uk](http://www.engreco.co.uk), or email us on [info@engreco.co.uk](mailto:info@engreco.co.uk). An invoice will be issued upon receipt of your form and payment are made only via bank transfer. Your place will be confirmed via email once payment has been received.

### ***Requirements for Receiving CPD Certificate***

To ensure you receive a Continuing Professional Development (CPD) certificate for attending one of our courses, all mandatory requirements must be met in full. Each participant must attend the specific course they are enrolled on. For online courses, individual attendance tracking is compulsory, every participant must log in separately using the unique link provided. Attendance cannot be claimed via another person's login, even if watching together in a shared environment (such as a clinic, office, or laboratory), as this will invalidate eligibility for a CPD certificate.

In addition, delegates must attend a minimum of 95% of the course duration, whether face-to-face or online. Late arrival, early departure, or extended absence will be recorded and may result in a certificate not being issued. To complete the certification process, all attendees must also submit the post-course feedback survey, which will be shared during or at the end of the course. The survey is only accessible to individual participants and must be completed within two weeks of course completion. Failure to meet any of these requirements will result in no CPD certificate being issued. There are no retrospective exceptions to this policy.

## **Cancellation Policy**

All cancellation requests must be submitted in writing via email to [info@engreco.co.uk](mailto:info@engreco.co.uk). Timing of cancellation and refund policy, are as below:

- Within 14 days of booking confirmation - Full refund (minus £5 admin fee).

After 14 days of booking confirmation - No refund, but the monies paid can be used towards any future courses booked within 6 months (minus £5 admin fee).

In the rare event that Engreco Healthcare cancels the course due to unforeseen circumstances:

- You will be informed by email as early as possible.
- You will receive a full refund or reschedule your course if you wish so.
- Engreco Healthcare *will not* be liable for any other expenses you might acquire as a result of this.

## **Refund Process**

Refunds (when applicable) will be processed within 10 working days. All refunds are subject to a £5 administration fee.

## **Intellectual Property**

Course content, including slides, images, videos, and supporting materials provided during the course (in-person and/or online), remain the intellectual property of Engreco Healthcare and/or the course educator.

Participation in the course does not confer any rights to copy, distribute, modify, or use the course materials for commercial or public purposes. Such materials may be used only for personal learning.

## **Confidentiality**

Participants must not disclose or share any confidential or clinical information presented during the course, including patient case images or materials.