



# MINDMAPS WELLBEING

## Changing the culture of workplace mental health



### Terms & Conditions

Due to the emotive content of the two-day MHFA mental health first aid course and to ensure delegates are getting the optimum experience, numbers are strictly limited to 8 to 16 delegates per course. Should a course requiring cancellation due to insufficient numbers, Mindmaps Wellbeing will offer paid delegates an alternative upcoming delivery date. Naturally, if a date cannot be secured immediately for the delegate, Mindmaps Wellbeing will hold payment until a suitable date is found or offer a refund. For the Mindmaps Wellbeing course numbers are limited to a maximum of 20 delegates per course.

Should a venue need to change, Mindmaps Wellbeing will endeavour to keep the course within the same area as originally booked. Should a venue change not be suitable to a delegate booking, the delegate will be offered a chance to re-book for a future date or request a refund. Less material costs if they have already been issued.

Fee for course booking is due immediately and must be paid prior to course start date. Non-payment can result in refusal of entry to the course. If you have booked via the MHFA England website, Mindmaps Wellbeing consider this as a confirmed booking and your delegate space will be held (Cancellation fees may be applicable, if a delegate does not attend-see cancellations) delegate payment is due on invoice prior to course start date. If you have booked by any other means, your place on the course is not guaranteed until payment has been made. Mindmaps Wellbeing will hold a delegate placement tentatively and inform you if spaces become limited. If delegate placement is booked within last seven days to course starting date payment in full is due immediately. If you have provided a purchase order or email confirmation from the accounts team the invoice must be paid within 30-days.

**Late payments** - Invoices not paid within 30-days will incur an additional 5% fee per month until settled. If an invoice remains outstanding after 90 days the account will be passed to our collections team which will incur additional fees. If you are having difficulties with the payment it's vital you communicate to [accounts@mindmapswellbeing.com](mailto:accounts@mindmapswellbeing.com).

**Cancellations** - Courses booked initially via the MHFA England website are confirmed placements for the MHFA two-day first aid course. When Mindmaps Wellbeing receive notification of delegate booking a confirmation email and invoice will be sent to the delegate via the email address supplied. If the delegate placement is not required or booked in error, a return email to [accounts@mindmapswellbeing.com](mailto:accounts@mindmapswellbeing.com) within 48hours of booking then no cancellation fee will be charged.

Cancellation FEES;

Seven days or less to course start date - 100% course Fee due.

Eight to Fourteen days to course starting - 75% course fee due.

Fifteen to Thirty days to course starting - 50% course fee due.

Thirty + days to course starting 25% course fee due.

If cancellation is unavoidable providing you communicate this fully at the earliest moment you will be offered an opportunity to re-book your course with Mindmaps Wellbeing Ltd and providing the non-attendance does not prevent the course from going ahead due to numbers dropping below the minimum level of delegates required we will do our best to accommodate your request - (if the course is canceled as a result then full payment is due and to be transferred to future course will incur an additional fee). Confirmation of courses in person will be made by Mindmaps Wellbeing via email no less than seven days prior to course commencing. Our online delivery of this course will be confirmed on the Friday prior to the course start date, due to receiving frequent late bookings we reserve the right to postpone a course up to 24 hours prior to the start date if the minimum numbers have not been reached, you will be offered an alternate date if this occurs. On the rare occasion a course is postponed on the day we will offer you a voucher to treat yourself & offer an additional place on the course at half-price for a friend or colleague.

Mindmaps Wellbeing hold no liability for the actions carried out by any individual who has attended a course when subsequently responding to a mental health situation. The two-day mental health first aid course is delivered following the MHFA England guidelines and comes with a certificate of attendance. All other training provided is done so by Mindmaps Wellbeing and has no affiliation to MHFA England.

The course trainer is within their rights to remove any delegate causing disruption to the course being delivered. This will be carried out with immediate effect and no refund to any missed time of the course will be offered. The delegate will also be marked as having not completed the course and therefore no certificate will be offered. Where appropriate the delegate's employer and (or) the appropriate authorities will be informed of the delegates behaviour on the course.

By attending the course run by Mindmaps Wellbeing the delegate agrees to maintain confidentiality of the room and respect the views of others.

Any special access or requirements needed to attend the course please advise Mindmaps Wellbeing immediately to ensure we can take care of the delegate needs. This can be done via email [accounts@mindmapswellbeing.com](mailto:accounts@mindmapswellbeing.com) or call: 0103 659566. Overdue payments - Should a delegate be allowed onto a course without prior payment under special circumstances the invoice must be paid within the agreed terms at the time. If a payment is not received when due, a late payment fee of £12 will be added to the account and a 5% interest fee for each additional month a payment is overdue.

We sometimes take photos/videos / screen-shots during a course/workshop for quality control and advertising purposes please let us know if you would prefer to opt out.

Complaints procedure - In the first instance please write to: Mindmaps Wellbeing Complaints Department, 34 Langridge Road, Paignton TQ3 3PT. If you don't receive a satisfactory response please email [mikey@mindmapswellbeing.com](mailto:mikey@mindmapswellbeing.com) and/or [tim@mindmapswellbeing.com](mailto:tim@mindmapswellbeing.com) who will seek to find a satisfactory outcome to any issues arising.

Head Office: Mindmaps Wellbeing 84 Fowey Avenue Torquay TQ2 7RZ. [accounts@mindmapswellbeing.com](mailto:accounts@mindmapswellbeing.com)  
Call: 01803 523660 web: [mindmapswellbeing.com](http://mindmapswellbeing.com) Our vision is to encourage mental wellbeing into every workplace by changing the culture of mental health in the workplace.