

Terms and Conditions Mindmaps Wellbeing



Bookings are made subject to the following terms and conditions as set out below:

COURSE BOOKINGS

Course enquiries can be made by email, post, telephone or via our website, although to book onto a course, subject to availability, you must submit a completed booking form. Unless you have booked via the MHFA England booking site directly which is treated as your booking form. The name on the certificate will match that on the registration form and where relevant materials will be sent to the address provided.

PAYMENT BY INDIVIDUALS

Our standard payment terms:

- Payment is due at time of booking to confirm your placement. You may be subject to cancellation fees for non-attendance.

Payment can be made by credit/debit card, cheque or BACS, PayPal.

Mindmaps Wellbeing Ltd reserves the right to cancel your course booking should payment not be received by the required due date (no later than the Friday prior to your course start date). If applicable your course payment will release the materials from MHFA England via Parcel Force. Please bear in mind this can take up to 7 days to receive (a digital copy will be available within the learning platform, enabling you to complete the course for late bookings).

If payment issues arise, we urge you to contact us as soon as possible to discuss your options. You will not be able to attend the course if any fees remain unpaid by the start of the course. If your employer is paying your invoice, please provide the relevant details to michael@mindmapswellbeing.org.uk to arrange this.

PAYMENT BY AN EMPLOYER OR THIRD PARTY

Mindmaps Wellbeing Ltd can request payment for the course from a third party, such as an employer on your behalf. This can be a limited company, charity or local authority. Subject to a booking form being submitted, an order being raised and the credit standing of the third party we will:

- Issue an invoice with standard 30-day payment terms with a purchase order or 14-day terms without.

The third party's details should be provided to michael@mindmapswellbeing.org.uk

LATE PAYMENTS AND DEBT RECOVERY

Interest will be charged at 8.25% for all late payments (beyond 30-day terms). Failure to make payment or communicate a plan to settle the balance within 90 days the invoice will be passed to our debt recovery agency with any additional costs being added to the outstanding amount including late payment interest.

Any disputes on invoices must be received by email within 48 hours of issue otherwise they will be considered as accepted by the recipient.

TRANSFERING YOUR COURSE BOOKING

Should circumstances mean that you need to transfer to another course the following charges will apply, dependent on the notice given:

- First transfer made **more than 28 days** prior to the course start date – no charge
- Additional transfers or first transfer made with **27 to 15 days'** notice given - 25% of the course fee
- Any transfer with **14 days to 3 days'** notice - 50% of the course fee
- Any transfer with **2 days'** notice - Full course fee is applicable with a reduced re-booking fee being offered

All transfers must be taken within a period of twelve months where possible, unless otherwise agreed in writing by post or email.

CANCELLATIONS

Should circumstances mean that you must cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than 28 days** prior to the course start date – no charge
- 27 to 15 days** prior to the course start date - 50% of the course fee
- 14 days or less** prior to the course start date – full fee

If you have previously transferred your course from an alternative date and now wish to cancel altogether there will be a 25% administration fee payable, in addition to the charges listed above.

Cancellation must be confirmed in writing by post or email and received by the due date

Terms and Conditions Mindmaps Wellbeing continued...



FAILURE TO ATTEND/COMPLETE A COURSE

If you do not attend a course or fail to complete the course in full, the full course fee remains payable and non-refundable.

LATE ARRIVALS / MISSED SESSIONS / CONDUCT

If you arrive late for a course or are absent from any session, Mindmaps Wellbeing Ltd reserve the right to mark you as failed. To conform with the requirements for regulated qualifications, attendance at all sessions is mandatory so it will be deemed that you have not met the assessment criteria if sessions are missed. (You do have the right to opt out of a specific topic area if this is a trigger for you personally, self-care is very important to us).

If your behaviour whilst attending a course is deemed as inappropriate, including; threatening, bullying, racial, ~~sexual~~, inappropriate language or generally disruptive to other delegates, you will be removed from the course and where appropriate reported to the relevant channels.

In all such cases, whether a classroom-based course or distance learning, the full course fee remains payable.

CERTIFICATION

Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees. Certificates can only be issued if all criteria have been met. You will have a month to access the online learning portal upon completion of the final live session for the online delivery. All individual learning sessions must be completed in order to pass the course.

CANCELLATION BY MINDMAPS WELLBEING LTD

On occasions, unforeseen circumstances may require Mindmaps Wellbeing Ltd to cancel a course or move to an alternative venue / date. In such circumstances you will be given as much notice as possible and the option to transfer to another course or request a full refund of fees paid. This is usually due to numbers either not reaching their minimum, or exceeding the maximum before the MHFA England site had been updated at the time of your booking.

With online bookings, Mindmaps Wellbeing reserve the right to cancel a course with 24 hours' notice, as often we receive an influx of late bookings (generally the majority of courses run successfully).

CORONAVIRUS

Under the current guidance and legislation with regards to the Coronavirus pandemic, Mindmaps Wellbeing Ltd must abide by any Government announcement made. We have taken the decision to deliver our public courses online only. For closed group bookings we will provide the option for in-person delivery, providing the relevant guidelines at the time are met, instructors will complete a negative LFT test prior to attending.

If you are unable to attend or complete a course due to testing positive for the virus or having to self-isolate, you must inform us of this as soon as possible and must not attend an in-person course. You will be asked to provide evidence of your test or self-isolation notice for any transfer or cancellation fees to be waived.

ONLINE COURSE DELIVERY

It is advisable to use headphones and a microphone when attending an online course. Please be mindful of your surroundings when choosing a location. Cameras are to be turned ON during the live sessions to ensure of your interaction and to get the most out of the course. Only one individual per screen is permitted when attending the course.

RECOMMEND A FRIEND VOUCHER OFFER

Not available in conjunction with any other offer (if your organisation has an offer in place, you can still earn vouchers recommending to individuals outside your organisation). Vouchers are only paid once they have completed their two-day course. There is no limit on the number of £125 vouchers you can receive providing the delegate attending is paying the full £250 (they will also receive a £25 voucher upon completion).



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