

Eastwood Park's Booking Terms and Conditions

The following Terms and Conditions are Eastwood Park Limited's Booking Conditions for training courses, as published on our Website. These become binding when a place on an Eastwood Park training course is booked and confirmed.

Booking Conditions and Information

1. Payment of the course fee, together with the VAT, must be received by Eastwood Park before the course starts. Delegates are at risk of not being allowed to join the course if payment has not been received by the course start date. An invoice will be raised on booking and payment will be expected within 30 days of the invoice date (or sooner if the course starts during this period).
2. Refunds for cancellations requested by the customer will be given only if notice in writing is received, and acknowledged, by Eastwood Park. Eastwood Park shall be entitled to charge a cancellation fee as follows:
 - Less than 5 weeks' notice or non-attendance - 100% of the course fee plus 100% of the accommodation charge
 - 5 – 8 weeks written notice - 50% of the course fee
 - 8 – 12 weeks written notice - 25% of the course fee
 - 12 weeks + written notice - Full Refund will be given
- 2.1 Cancellation of accommodation only – 14 days' notice or less will attract a 100% charge.
3. Should a delegate wish to transfer their booking to an alternative date, the following admin charges will apply:
 - 4 weeks or more notice - admin charge of 10% of the course fee.

Courses can only be transferred up to 4 weeks prior to the course start date. No transfers will be accepted in the 4 weeks preceding the course. Should a transferred booking be subsequently cancelled then the cancellation fees outlined above will be applied, as from the original start date of the original booking.

4. The course fee includes tuition, training materials, manuals (excluding Healthcare Technical Memoranda where required) and handouts as appropriate to the course. Where a course fee provides for residential accommodation, at the entire discretion of Eastwood Park, this may be either at Eastwood Park's premises or at suitably located hotels. No refund will be payable by Eastwood Park in respect of any meal not taken by a student attending any course where such a meal is included in the course fee. Any other facilities or resources provided by Eastwood Park (at the request of a student) and not expressly stated to be included in the course fee will be charged separately and will be payable on receipt of the facility or resource, or on receipt of the Eastwood Park invoice, whichever first occurs. Where students who are non-residential choose to take an evening meal with their residential colleagues, they will be required to pay for their evening meal at the appropriate rate.
5. If any payment due to Eastwood Park is in arrears for more than 30 days, the payment of all sums owed by the customer to Eastwood Park shall become due immediately, and Eastwood Park may charge interest on a daily basis at the rate of four percent above the base rate of Barclays Bank in force, from the due date for payment until the date of receipt.
6. It is the Customer's responsibility, having referred to relevant Eastwood Park course information and literature including the course overview and delegate prerequisite (if any) for this course which is available to view on our website: www.eastwoodparktraining.co.uk, to ensure the course is suitable for the student's requirements. Eastwood Park will provide the course with reasonable care and skill but makes no other warranty or representation about quality, suitability or otherwise in relation to the course or course content. Eastwood Park accepts no liability in the event that the content of the course does not meet the Customer's or the student's requirements.
7. In extreme circumstances it may be necessary for Eastwood Park to reschedule a course upon which a booking has been made. If the rescheduled dates of the course are not convenient to the Customer, Eastwood Park's liability will be limited only to a refund of the fees paid, if any. Eastwood Park reserves the right to change the course location.
8. All intellectual property rights, including copyright, patents, design rights and know-how in or relating to the course or course materials provided, or made available in connection with the course, remain the sole property of Eastwood Park or its licensors and no copies of course materials may be made unless expressly agreed in writing by Eastwood Park. The Customer agrees, for itself and on behalf of its Student(s), that by booking a course or courses the Customer and its Student(s) will agree to be bound by, and will comply with, any licences and agreements applicable to course materials and/or the means of delivery of course materials and Services (as defined below).
9. All students will be required to abide by any site security and health and safety measures operating at the course location. Eastwood Park reserves the right to deny anyone access to its premises or courses if, in its absolute discretion, it deems it appropriate to do so for any reason. Its sole responsibility in those circumstances will be to refund the course fees to the Customer for any course to which the individual has been denied access. If the Customer or student concerned has broken the terms of this or any other relevant Agreement, no refunds will be made.
10. Certificates will only be sent to the booker, and will not be issued until full payment, together with the VAT, has been received by Eastwood Park.

Courses on Customer's Nominated Site

The following conditions are an extension/amendment of the Eastwood Park Booking Conditions 1-9 above and shall apply where a course is provided as a customer specific course at a customer provided and/or nominated location ("on-site course"):

- Only a director or employee of the Customer shall be entitled to attend an on-site course unless otherwise agreed in writing by Eastwood Park.
- The content, timing and venue of an on-site course will be agreed by Eastwood Park. All necessary resources and facilities will, at the Customer's expense, be provided by the Customer in accordance with Eastwood Park's stated minimum requirements for the course, as communicated by Eastwood Park.
- The Customer will take all reasonable steps to safeguard the personnel or representatives of Eastwood Park when on the Customer's premises as well as any property brought onto such premises for the purpose of providing the course.
- Eastwood Park accepts no liability for unsatisfactory or incomplete delivery of on-site training caused by inappropriate or inadequate resources or equipment being made available by the customer for the purpose of delivering the course on-site. The above terms only apply to our scheduled and on-site training. Terms and conditions for tailored or bespoke training and/or consultancy services are available on request.

Course Booking Information

Once you have made your booking for an Eastwood Park course, you will receive:

Course Information and Invoice: This provides you with your booking details and a VAT invoice. Please note: Health Trusts under contracted out of service regulations are able to reclaim VAT on a list of services including training, tuition and education. Please ensure that your payment is returned at least 30 days before the course start date to confirm your place.

Course Joining Instructions

These provide you with essential information about the course such as location, start and finish times.