



Terms and conditions for training courses

How to book

You can book through contacting: www.training@mind-blmk.org.uk or via our website on specific courses www.mind-blmk.org.uk

Booking confirmation.

Once we have processed your booking, we will send you a confirmation email with ways you can pay for your training. Your place is guaranteed once payment has been received.

Payment

Payment must be made at point of purchase unless authorised agreement with Mind BLMK Training Department

Fees

All Mind BLMK training courses listed in the programme are subject to the current rate. Course fees include tuition on the day(s) and all relevant course materials.

Special requirements

Mind BLMK will make every effort to accommodate special requirements that have been notified in advance on the booking form.

Joining instructions

Joining instructions including, online information and joining link or venue and local parking details will be issued approximately two weeks prior to the course. If you have not received your joining instructions three days prior to the training course, please call 0300 330 0648 (option 6) or email training@mind-blmk.org.uk Mind BLMK will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

Course transfers

There is no charge for transferring your booking to the same course on an alternative date provided you notify Mind BLMK Training within 5 working days. However, a transfer fee of 20% of the course fee will be payable if the notice is received less than 5 days before the start of the original course. No refund will be made in the event of a transfer. To transfer a course must be made in writing and can be sent by email to training@mind-blmk.org.uk.

Cancelation

If you notify Mind BLMK training department via email or telephone up to 21 days before the start date of a course, you will receive a full refund. If you withdraw within the 14-day period, a 20% admin fee will be charged. Notice less than 24 hours full fee will be charged, unless there are reasons agreed with Mind's BLMK training department.

Non-attendance

If you fail to attend the course on which you are booked without giving prior notice to Mind BLMK, we will be unable to refund the course fees.

Cancellation by Mind BLMK Training

Where circumstances dictate, Mind BLMK training services reserves the right to alter published programmes, tutors, trainers and instructor's fees or venues without prior notice. In the event of a course being cancelled, a full refund will be made but no compensation will be paid for any additional costs incurred.

Venues

Details of the specific venue will be sent in the joining instructions for all training courses. Online courses will be delivered via TEAMS or Zoom.

Dress code

There is no dress code; however, most participants choose to wear smart casual clothing. Due to variable temperatures of air-conditioned rooms, layers are advised.

Liability

Mind BLMK does not accept responsibility for anyone acting as a result of information or views expressed on its training courses including course material. Opinions expressed are those of individuals and not necessarily those of Mind BLMK Training.

Prevailing terms and conditions

Please note that this and all other Mind BLMK training pre-contractual documentation shall not constitute an offer. All services provided by Mind BLMK Training are on the basis of Mind BLMK's terms and conditions and if you wish to engage any Mind BLMK training services we shall only provide them if you accept the Mind BLMK training terms. If you offer to engage Mind BLMK on your own terms and conditions then we shall only accept your offer on the Mind BLMK Terms, which shall, if we provide the services you offer to engage, prevail over any other terms and conditions.