



Training Courses Terms & Conditions

Please read these Terms and Conditions carefully, as they set out our and your legal rights and obligations in relation to HCMA courses.

1. We are unable to reserve a place for any persons onto a course until either full payment or a deposit (if applicable) has been received and the place has been confirmed to you by HCMA
2. Payment must be made by cheque, credit card or BACS electronic transfer
3. Cheques to be made payable to HCMA, with the delegates name and course title on the back of the cheque
4. Dishonoured cheques will incur a charge of £10.00 each. All training will be suspended until payment is then resolved; i.e. paid in full
5. By booking onto a training course with a deposit payment or full payment you are acknowledging that you have read and understood the terms and conditions herein
6. All confirmed delegates will receive a booking confirmation email. If you do not receive your booking confirmation let us know so we can confirm that there are no problems
7. HCMA reserves the right to decline any application for enrolment on a training course
8. If there are other pre-requisites for a particular course, by booking on that course you warrant that you fulfil all of these pre-requisites. Refunds will not be given where you have failed to meet the pre-requisites or you have falsely declared that you meet the pre-requisites
9. HCMA will make every effort to ensure the delegate reaches the required standard, but it must be appreciated that regular practice and self-reflection is an integral part of all courses
10. HCMA is unable to accept responsibility for loss or damage to delegate's property
11. HCMA reserves the right to dismiss any delegate who is consistently disruptive, or does not attend regularly for sessions without a refund
12. All course fees include associated course notes and other course materials, examination or attendance certificates and daytime refreshments unless otherwise stated. Lunch is not included unless specified
13. Please note, we always endeavour to accommodate our delegates requests, however, most of our courses have limited numbers to maximise the interactivity between delegates and tutors. Cancellations at short notice cause inconvenience and may jeopardise the effectiveness of a course. For this reason we are obliged to charge the following administration fees or surcharges:

- Registration fee to ILM is non-refundable as this payment is agreed with ILM upon delegates enrolment
- More than eight weeks prior to the course start date - no charge
- Four to eight weeks prior to the course - 50% of the course fee
- Less than weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by HMCA by the due date.

14. If you do not attend a course, and you have not previously informed us, the full course fee remains payable.
15. On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.
16. It is the employer's responsibility to ensure that delegates are free from any condition which would affect their capability to undertake their chosen course, and that they have the aptitude to cope with an intensive course of study. We welcome students with disabilities but it remains their employer's responsibility to ensure that they are appropriately supported in their workplace. HCMA would welcome in advance, for setup purposes, notification of any assistance that a student is likely to need during the running of the course.
17. All course material including but not limited to digital, print, audio, visual, training, training notes and materials, study guides, visual aids, images, diagrams, multimedia presentations, web content, and software remains the property of HCMA. No part of the material may be reproduced, stored in a retrieval system, transmitted in any form or by any means, electrical, photocopying, mechanical, recording or otherwise without the written permission of HCMA. The material may not be lent, resold, hired out or otherwise circulated without the written permission of HCMA. Any person who does any unauthorised act in relation to any course may be liable to criminal prosecution and civil claims for damages