

## TERMS AND CONDITIONS

### 1. General Provisions and Scope of Performance

All online e-training services will be offered as web-based training. Train Healthcare shall conduct all booked face to face training with fully qualified trainers in locations detailed on the website. Train Healthcare reserves the right to make a change in content, further develop or update the content of the courses without prior announcement. The scope of performance for e-learning shall include the provision of the ordered online training modules via the online user portal of Train Healthcare for use by the client or its candidates.

### 2. Contract

The contract comes into immediate effect upon any corporate or individual clients logging into the Train Healthcare portal. The terms of payment and refund policy come into immediate effect upon corporate clients' completing an e-training or face to face booking for their candidate via the portal. For individual candidates, the terms of payment and refund policy come into effect upon purchase of e-learning or face to face training.

### 3. Terms of Payment

Corporate clients who use the Train Healthcare portal and wish to pay on behalf of their candidates shall agree to a weekly invoice, including any e-learning training selected, which must be paid within 30 days. Individual clients must pay for all training upon selecting and booking e-learning modules or face to face sessions. Train Healthcare staff will always remain in touch with the relevant corporate clients' accounts team to keep them updated on the ledger.

For corporate clients, please note the Train Healthcare Ltd bank details:

Account name - Train Healthcare Ltd

Bank details - Barclays Bank in Canary Wharf, London.

Account Number - 2328 5138

Sort Code - 20-06-05

### 4. Data Protection

Train Healthcare will protect all data provided by corporate and individual clients as per the Data Protection Act (1998). The client expressly agrees to the collection and processing of data provided to Train Healthcare for its internal use. The client warrants they are authorized to provide the data for this purpose. Train Healthcare will not disclose information to third parties.

### 5. Restrictions of Use and Copyrights

All issued training materials and the provided software are protected under copyright law and may not be changed or electronically processed for any reason other than for necessary back-up purposes, or disclosed to individuals other than the client or the candidate, or used for any purposes other than those agreed under the terms of contract.

### 6. Refund Policy

As a UK based provider whereby the buyer does not meet the vendor, we comply with the EU Distance Selling directive (2000) and UK Consumer Protection Regulations (2000). You are entitled to a 7 day cooling off period during which you have the right to cancel your purchase (without providing a reason) and receive a refund. We will endeavour to refund your payment within 30 days of receipt of cancellation. No refund will be provided if the candidate has used their unique log on and password to view or complete any of the training courses purchased.

Face to face training - There is a no refund policy for candidates who do not attend booked face to face training or would like to cancel after the seven day cooling off period stated above. A name change is accepted up to the day before the booked face to face session.

Online training – There is a no refund policy for online training after the seven day cooling off period stated above.

Signed:

Company name:

Print name:

Date: