



To secure your booking and avoid disappointment please follow our terms below:

1. Booking a course

Bookings may be made by email, fax or posting a completed course booking form. Telephone bookings should be confirmed in writing by also completing and return a booking form as above. Quay Medical's acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

2. Payment Terms

Our standard payment terms require a full payment at the time of booking to secure your course unless otherwise agreed. Payment can be made by credit/debit card, or BACS.

3. Transfers of Dates

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

- First transfer, made more than four weeks prior to the course start date - no charge
- Two to four weeks notice given - 25% of the course fee
- Less than two weeks notice given - 50% of the course fee

All transfers must be within a period of six months.

4. Cancellations

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

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee

Cancellation must be made in writing by post, fax or email and received by the due date.

5. Warranties

Quay Medical warrants that courses supplied will be conducted in a professional manner in accordance with generally recognised practices and standards and it will provide appropriately qualified and experienced instructor(s) to deliver courses using suitable course materials.

6. Certification Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees and following provision of photo ID such as Passport or Driving Licence.

7. Obligations of the Customer for courses undertaken on their premises

You should ensure that every effort is made to guarantee that courses can take place at the agreed location, date and time and that the facilities are acceptable for training to commence. You should ensure that all delegates meet the prerequisites required for the arranged training. In the event that our instructor is unable to carry out the training, in the instructor's opinion, due to a failure of the above obligations the full course fee will remain payable and no refund will be provided.

8. Unforeseen Circumstances

On very rare occasions, 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.

9. Sub-contracting

Quay Medical may assign or sub-contract the whole or any part of the Contract to any person, firm or company.

10. Copyright and Intellectual Property Rights Copyright and all intellectual property rights for all Course Materials shall remain the property of Nuco Training Ltd/Quay Medical. The Customer agrees not to reproduce, sell, hire, photograph or copy Course Materials (in whole or in part) and not to use such materials except for the purposes of post course reference or as specifically agreed with Nuco Training Ltd/Quay Medical.

11. Distance Selling Regulations 2000

We abide by the applicable elements of the Distance Selling Regulations 2000.

12. Course fees and Terms & Conditions

Quay Medical reserves the right to change course fees, terms and conditions at any time