

Back to Basics

Care & Training Limited

The CPD Standards Office

CPD PROVIDER: 60055
2016 - 2018

www.cpdstandards.com



FOR NURSES, CARERS AND ANYONE WHO IS
LOOKING AFTER, A VULNERABLE ADULT, OR THE
INDIVIDUAL THEMSELVES

PUTTING THE HEART BACK INTO CARE

Terms & Conditions

Our Terms & Conditions

Please read and agree to the terms & conditions before booking.

The following are the terms & conditions for Back to Basics Care & Training Limited, hereafter referred to as "Back to Basics". The terms & conditions are to grant access to an individual or an organisation to the training courses & study days offered by the company.

Training booked in advance on our website – email confirmation will constitute the acceptance of the terms & conditions.

Training at your premises – completion of a confirmation booking form will constitute the acceptance of the terms & conditions.

1. **Booking Fees** – will be paid in advance for any training held at our accredited training center via BACS payment or via cheque to the address at the end of this booklet.
2. **For training at your premises** - a deposit of half the total cost of the training will be payable on completion of the booking form, which is non-refundable if the training is cancelled. On completion of the training an invoice will be sent out to you showing what has been paid and the remaining balance. Payments can be made by BACS transfer or by cheque within 21 days from the date of invoice. All cheques must be made payable to **Back to Basics Care & Training Limited**. Bbooking fees will only be refunded if Back to Basics cancel the course or study day.
3. **Confirmation of Attendance** – will be in the form of a confirmation email if the training is booked via our website and on completion of a booking form within 14 days if we are training at your premises.
4. **Cancellations** - must be received at least 14 days prior to the training being held. If you are unable to attend on the day you must notify us on the following number – 07807 770201 or via email or text message. We will need your full name, email & telephone number, name of the employer (if applicable), the study day you were attending, the date of the study day and the reason why you are unable to attend.
5. **Responsibility** - It is your responsibility to inform us if any changes in staff attendance or if a staff member leaves employment and no longer requires the training. We need to receive any changes at least 7 days prior to the study day to avoid any charges occurring.
6. **Lunch** - will not be provided at our training center; however, individuals are welcome to bring their own lunch. Tea and coffee will be provided at our training center free of charge.
7. **Cancellation by Back to Basics** - In the unlikely event that the course is cancelled by Back to Basics due to circumstances beyond our control individuals will be notified and a new date be arranged where possible. In the event where a new date cannot be arranged then Back to Basics will issue a full refund.
8. **Back to Basics staff members** - must gain written permission from their Care Coordinator before booking any training.

Please note: it is your responsibility to provide an accurate email address and ensure that this is accessed regularly. All correspondence will be via email / text. In the event, of course cancellation, Back to Basics cannot be held responsible for emails not accessed once our system has sent the cancellation notification.

Back to Basics

Care & Training Limited

Contact Details

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