



# Heart Safe Consultancy & Training Ltd

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Professional Clinical Education for Safer Communities

## Terms and Conditions of Business

### 1. Introduction

These Terms and Conditions govern all training, consultancy, educational, assessment, simulation and related services provided by Heart Safe Consultancy & Training Ltd.

### 2. Booking and Acceptance

Bookings are confirmed upon written acceptance, purchase order, booking form completion or payment.

### 3. Fees and Payment

Invoices are payable within 30 days unless otherwise agreed in writing.

### 4. Client Cancellation

Written cancellation is required. More than 28 days: no charge. 14–28 days: 50% charge. Less than 14 days: 100% charge.

### 5. Company Cancellation and Rescheduling

Heart Safe Consultancy & Training Ltd reserves the right to cancel or reschedule courses due to instructor illness, operational requirements, adverse weather, venue issues, force majeure events, insufficient numbers or other circumstances beyond reasonable control.

Where a course is cancelled by the Company, the Client's sole remedy shall be transfer to an alternative date or refund of course fees paid.

**IMPORTANT:** Heart Safe Consultancy & Training Ltd shall not be liable for any travel expenses, accommodation costs, subsistence expenses, parking charges, mileage, loss of earnings, childcare costs, business interruption costs, consequential losses or any other expenses incurred by delegates, organisations or third parties as a result of cancellation, postponement or rescheduling of a course.

Heart Safe Consultancy & Training Ltd always recommend ensuring you have flexible or refundable flights/accommodation/travel arrangements.

### 6. Delegate Conduct

The Company reserves the right to remove delegates whose conduct is disruptive, unsafe or inappropriate.

## 7. Certification

Certificates are issued only where attendance and assessment requirements are met.

## 8. Health and Safety

All delegates must comply with health and safety instructions provided during training.

## 9. Intellectual Property

Training materials remain the intellectual property of Heart Safe Consultancy & Training Ltd and may not be reproduced without permission.

## 10. Limitation of Liability

The Company's total liability shall not exceed the fees paid for the relevant service.

## 11. Data Protection

Personal data shall be processed in accordance with UK GDPR and the Data Protection Act 2018.

## 12. Complaints

Complaints should be submitted in writing and will be investigated under the Company's complaints procedure.

## 13. Force Majeure

The Company shall not be liable for delays or failures caused by events outside its reasonable control.

## 14. Governing Law

These Terms shall be governed by the laws of England and Wales.

### Acceptance

**Organisation**

**Heart Safe Consultancy & Training Ltd**

**Name**

**Tracey Clatworthy**

**Position**

**Clinical Director**

**Signature**

**TClatworthy**

**Date**

**1<sup>st</sup> April 2025**

## **Version Control**

**Version 1.0**

**Review Date: Annually**

**Owner: Clinical & Operations Director**