

## Terms and Conditions - Online MHFA Group Course Booking

1. **Confirmation:** All telephone and email bookings are provisional. A booking is confirmed once both parties have agreed the course schedule by email.
2. **Payment:** The course invoice is issued once the course schedule is confirmed. Full payment is due 14 days before the first scheduled live session date.
3. **System Requirements:** React First will provide details of the system requirements for course delegates to access the online training platform and live sessions. Clients must ensure that their IT department reviews the system requirements and confirms that delegates will be able to access the online training activities and the live video streamed sessions.
4. **Delegate Registration:** Delegate names and email addresses must be provided a minimum of 14 days before the first scheduled live session date. Delegates must be aware that registration and some online activities need to be completed before the first scheduled live session date. Delegates will be asked to register with MHFA England via an online link and also create a login to the online learning platform via a second link. React First will provide these links by email to each delegate along with a pre-course information document.
5. **Course Materials:** For each course React First will arrange for a maximum of 16 sets of printed course materials to be posted to the course delegates. Printed materials can either be posted directly to delegates OR a full set can be posted to the course organiser. This choice must be specified at the time of booking.
6. **Cancellation & Refunds:**
  - a. **Cancellation of course by client, the following conditions apply:**
    - a. More than 14 days notice - Refund available. Any course materials received must be returned. The cost of returning all course materials is your responsibility, and they must be returned in a resalable condition otherwise a restocking fee of £35+vat will be charged.
    - b. Less than 14 days notice - **No refund.**
    - c. Non-attendance of delegate for any reason - **No refund, no place transfer.**
    - d. Failed delegate - **No refund, no place transfer.**
  - b. **Non-attendance of live sessions for any reason:** Delegates must attend all the scheduled live sessions in order to complete the course and receive a certificate. If delegates do not attend a scheduled live session they will not be able to complete the missed session at a later date and they will not be able to attend the subsequent session(s). No refund will be given.
  - c. **Failed delegate - Missed live session:** In order to gain a certificate, delegates must attend all the scheduled live sessions for the course dates booked. Missed sessions cannot be rescheduled.
  - d. **Failed delegate - Late arrival or insufficient contact time (e.g. leaving a live-session early):** Late arrivals will be turned away from the course and prolonged absences during the live sessions or leaving the live sessions early may mean that the delegate cannot complete the course.

The content of the training can be emotionally challenging and the course instructors recognise that it may be necessary for delegates to occasionally take a short break from the live sessions. In this case completion of the course is not affected.
  - e. **Failed delegate - course activities not completed:** All online learning activities must be completed within 4 weeks of the first live session in order to receive a certificate.



- f. **Cancellation by React First:** React First reserves the right to cancel or reschedule a course at any time. In the unlikely event that a course needs to be cancelled at short notice due to unforeseen circumstances React First will make every attempt to contact the delegates using their registration details. A full refund will be given if the course cannot be rescheduled. Any course materials received must be returned. In this case React First will cover the cost of postage for returning course materials.
7. **Special Needs:** A printed manual and a printed workbook accompany the online training. If your delegates have specific accessibility requirements please state them on the booking form or notify us by email: [info@reactfirst.co.uk](mailto:info@reactfirst.co.uk) or by phone: 0207 193 2608. For example large print versions are also available.
8. **Age:** Attendees must be over 16 yrs old.
9. **Certificates:** Full attendance of all 4 live sessions and completion of all online learning activities is required to receive a certificate. All online activities must be completed within 4 weeks of the first live session date.
10. **Insurance:** Public Liability and Professional Indemnity Insurance is held by React First Ltd. Copies will be made available upon request.
11. **Disclaimer:** React First should not be liable for any loss, damage, expense, injury or delay of any kind to the client, employee of the client or any third party by any act, default or omission of any kind however caused except so far as such liability cannot be excluded by law.
12. **Responsibilities:** Clients are responsible for maintaining acceptable levels of behaviour; unacceptable behaviour may lead to offenders being asked to leave. You will be asked to pay for any malicious damage caused by yourself.