

Healthicity Ltd

Company Number 14155984

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info@healthicity.co.uk

Director: Daniel Kitchener

Terms and Conditions for Healthicity Ltd Training Courses and Services

1. Introduction

1.1 These Terms and Conditions govern the provision of training courses and services online and in-person by Healthicity ("we", "us", or "our") to you ("you" or the "participant"). By booking a course or service with Healthicity Ltd, it is assumed that you have accepted these Terms and Conditions.

2. Registration and Payment

2.1 You can register for a training course or service through our website or by contacting us directly via email (info@healthicity.co.uk).

2.2 All course fees must be paid in full 48 hours before the course commences (unless otherwise agreed) and clear proof of payment must be sent to our email (info@healthicity.co.uk).

2.3 For bespoke training a price can be agreed via email and payment can be paid up to one-week following course delivery.

2.4 If we have not received payment or the clear proof of payment via email then you will automatically be removed from the course or incur a late payment fee.

We accept payment by BACs transfer to the account of:

Business Account: Healthicity Ltd

Sort Code: 04-00-04

Account Number 08357987

2.4 Healthicity reserves the right to charge a late payment penalty fee to all accounts. If an account is unpaid after seven calendar days following the date when payment is due, the

outstanding account will incur an extra charge of 25 pounds every per calendar day until the payment has been received.

2.5 The number of attendees allowed per session will vary depending on the specific course. First aid courses and clinical training will be restricted to a maximum of 12 participants (1 clinical trainer: 12 learners).

2.6 Healthicity will email a booking confirmation to the booker. This email will include information about the start time, date, and location of the course.

2.7 If the client does not receive a confirmation within 48 hours of booking, it is the responsibility of the client to contact Healthicity via email (info@healthicity.co.uk) to arrange for the booking confirmation to be re-sent.

3. Cancellation Policy

3.1 You may cancel your booking for a course up to 7 calendar days before the start date. However, cancellation within 7 days will be subject to a 20% charge of the total fee.

3.2 Cancellations made within 7 calendar days of the course start date will be subject to a cancellation fee of 50% of the agreed course price. Cancellation within 14 calendar days will be subject to a cancellation fee of 30% of the agreed course price.

3.3 We reserve the right to cancel your registration if full and proof of payment have not been received by the deadline of 48 hours before the course starts.

3.4 Participants who fail to attend the course or arrive late will not receive any type of refunds.

3.5 We reserve the right to cancel a course due to unforeseen circumstances. In such an event, we will endeavor to reschedule the course at your earliest convenience. If this is not possible, a full refund will be issued.

3.6 We reserve the right to refuse you entry into the course if you are late. It is not satisfactory for your learning or for the trainers to be arriving late for the course due to the amount of material being covered.

In all such cases, no refunds will be awarded and the full course remains to be payable.

3.7 We reserve the right to adjust the date and location of the course if necessary due to circumstances beyond our control. In such circumstances, we will offer a rescheduled course date or a full refund.

4. Refund Policy

4.1 Full refunds: A full refund will be issued if we cancel the training course (see conditions set in 3.6).

4.2 We do not offer refunds for non-attendance or lateness. If you are not satisfied with the services then we welcome your feedback and will take necessary action.

4.3 You may transfer to an alternative date at any point up to two weeks prior to the course date. Requests to change course dates must be made via email (info@healthicity.co.uk).

If less than two weeks' notice, you will be charged an administrative change fee of 30 pounds to be paid within 24 hours via BACs transfer. If you do not pay this administrative change fee, then you will not be booked for an alternative date and will be scheduled for the original date.

5. Course Materials

5.1 All course materials provided which includes handouts, presentations, and online resources will be the intellectual property of Healthicity Ltd. These course materials may only be used by the person attending the course for personal use.

5.2 You are not permitted to copy, modify, share, or distribute these materials without our express written consent.

5.3 Healthicity holds copyright to all course materials provided unless otherwise indicated (e.g., materials published by third parties).

6. Disclaimer and Limitation of Liability

6.1 The training courses offered and information on the website are for educational purposes only and do not constitute medical advice.

6.2 We are not liable for any mistakes or errors made by participants in their practice based on the information presented in the training course.

6.3 The training courses are based on current research and best practices. However, we make no guarantees about the applicability or success of the information presented in all situations.

6.4 Healthcity will not be liable for any implied warranty, condition or other term, or any duty at common law or under these Terms and Conditions, for any loss of profit or any indirect special or consequential loss, costs, expenses or other claims for compensation.

6.5 Our total liability to you arising out of or in connection with these Terms and Conditions shall be limited to the amount of the course fee paid by you. Nothing in this paragraph is intended to exclude any liability on the part of Healthcity for fraud.

6.5 We are not liable or accept responsibility for any misinterpretation of the advice given.

6.6 Qualified nurses who deliver training or services will act in accordance with the Nursing and Midwifery Code of Conduct which can be found here; <https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf>

6.7 Unless an accredited and regulated course is delivered, our courses and services do not assess a person to be competent in the area of training received.

7. No Medical Liability

7.1 Healthcity is not responsible for the medical management, health outcomes, or treatment decisions of any client.

7.2 Healthcity's role is limited to providing non-clinical services and support.

7.3 Any information provided through our services is not a substitute for professional medical advice. Clients should always seek the guidance of their consultant, nurse, or other licensed healthcare provider with any questions regarding their health (including 111, 999 or community health services).

7.4 The client's healthcare team (including but not limited to doctors, nurses, and specialists) is solely responsible for diagnosing, treating, and managing the client's health conditions.

7.5 Healthcity does not assume any responsibility for clinical decisions or actions taken (or not taken) by the client's healthcare team.

7.6 Clients acknowledge that Healthicity cannot guarantee health outcomes and that all medical care decisions rest with licensed healthcare professionals.

7.7 Healthicity shall not be liable for any injury, illness, medical complication, or adverse health outcome arising from or related to the use of our services.

7.8 Healthicity shall not be responsible for errors, omissions, or negligence in the provision of medical care by the client's healthcare team.

7.9 Healthicity disclaims all warranties, whether express or implied, relating to medical or clinical outcomes.

8. Governing Law and Dispute Resolution

8.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising out of or related to these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9. Entire Agreement

9.1 These Terms and Conditions constitute the entire agreement between you and us regarding the subject matter hereof and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written. Any other agreements must be in writing and be signed by both parties.

10. Amendment

10.1 We reserve the right to amend these Terms and Conditions at any time by posting the amended terms on our website. You are deemed to have accepted the amended terms by continuing to use our website or services after the amended terms have been posted.

Due to this policy being in continuous development, changes may be made to the Terms and Conditions at any time without prior notice and will be updated on the website. You agree to review the Terms and Conditions regularly, as updated Terms will be binding immediately upon publication."

11. Complaints

11.1 If a participant has any complaint(s) about any services provided by Healthicity, the participant should contact the admin team via email info@healthicity.co.uk and we will acknowledge receipt within 5 business days.

11.2 Healthicity will try to resolve the complaint as soon as possible.

12. Contact Us

12.1. If you have any questions regarding these Terms and Conditions, please contact us at info@healthicity.co.uk or call +44 7398 578 725.