

## MHScot Workplace Wellbeing CIC

### Booking Terms & Conditions

#### **Booking Procedure for SMHFA Open Courses**

- MHScot's Scottish Mental Health First Aid (SMHFA) open courses are available for booking by registering at <https://www.mhscot-consultancy.co.uk/register-for-smhfa/>

#### **Booking Confirmation for SMHFA Open Courses**

- Invoices are emailed out once we have a minimum of 8 confirmed bookings per course. All invoices can be paid for via BACS or online using the link provided. By choosing this method you will have immediately confirmed and guaranteed your place on the course
- For invoices paid by cheque, your place will be confirmed and guaranteed once payment has been received.
- Bookings made less than 14 days prior to the start of the course will require immediate payment.

#### **Payment**

- Payment must be received within 21 days of the invoice date or in advance of the SMHFA course, whichever is the sooner and regardless of booking date.
- All in-house services are dealt with via a written contract agreement which states what is required.

#### **Late Payment Fee**

- Invoices unpaid after 30 days will incur a fixed charge of £40, £70 or £100 depending on the size of the invoice (under £1,000, under £10,000, and higher).
- This is in accordance with the Late Payment of Commercial Debts (Scotland) Regulations 2002.
- Automatic reminders for overdue invoices are sent 3 days after invoice is due and then every 7 days until payment has been received.

#### **What's Included on Courses**

- Course fees include tuition on the day(s), all relevant course materials and refreshments. (unless otherwise stated)
- A course summary and additional materials may be supplied for certain courses if this has been requested and paid for..
- In-house courses arranged by the client may offer different arrangements.

### **Group Discounts for SMHFA Open Courses**

- If 4 or more participants book on the same course from the same organization or company, any additional participants qualify for a 10% discount off their course fees.
- If a participant books on the course AND refers another participant on the same course, they will both receive 10% off their course fees.
- Group discounts only apply to MHScot courses and cannot be used in conjunction with any other offer.
- Places are subject to availability.

### **Special Requirements**

- MHScot will make every effort to accommodate special requirements that have been notified 14 days in advance.
- MHScot can offer a limited number of concessionary discounts for individuals each year on some courses so do get in touch to discuss.

### **Course Transfers**

- There is no charge for transferring your booking to the same course on an alternative date provided you notify us by email up to 21 days before the course start date, this is subject to availability.
- A transfer fee of 20% of the course fee will be payable if the notice is received less than 21 days before the start of the original course.
- No refunds will be made in the event of a transfer.
- No more than one course transfer can be accommodated.

### **Cancelling Your SMHFA Open Course Place**

- If you notify us via email up to 28 days before the start date of a course, you will receive a full refund less an administration fee of 20% of the course fee.
- If you withdraw for whatever reason within the 28-day period, the full fee will remain payable even if you are unable to nominate a substitute attendee.
- Substitutions should be received by us at least 48 hours prior to the course start date.

### **Non-Attendance on SMHFA Open Course**

- If you do not attend a course, and you have not previously informed us the full course fee remains non-refundable.

### **Cancellation by MHScot**

- On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances, you will be given as much notice as possible and offered either a free transfer to another course date or a full refund of fees paid – the choices is yours.

### SMHFA Open Course Venues

- Details of the specific venue will always be detailed on our website:
- <https://www.mhscot-consultancy.co.uk/scotlands-mental-health-first-aid/>
- Disabled access is available at most but not all venues. The availability of disabled access will be noted on our website under the venue details. Please call if you require confirmation of this.

### Dress Code

- There is no dress code; however, most participants choose to wear comfortable casual clothing.
- Due to variable temperatures of air conditioned and heated rooms, wearing layers is advisable.

### About In-House Courses and Workshops

- We can provide our services or run courses at your own venue on a date that is convenient for you.
- All course materials are included.
- Full day courses for groups work best with 15 or less participants per course.
- Shorter workshops can be run with up to 20 people.
- Bookings are for a minimum of 8 delegates.
- In-house courses are charged at a set rate per day or half-day.
- For customised or bespoke courses, a development fee is charged based on our day/half-day rate.

### Our Learning Programmes

- We offer a pick and mix learning approach called “MHScot Your Way”
- These are tailor-made/bespoke courses and workshops and taster sessions adapted to your needs. (subject, group size, timing etc.)
- Workshops are usually 2-3 hours long and taster **sessions last approximately** an hour.
- If you would like to arrange a bespoke package please provide at least one month’s notice in order to give us adequate time to adapt the content to your requirements.

### What We Will Provide for In-House Courses

- For bespoke courses and workshops, we will incorporate your requirements and submit a proposal for your approval.
  - Where appropriate, a pre-learning assessment will be provided.
  - Course handouts and workbooks.
  - An end-of-course evaluation and feedback report can be provided for an additional fee.
- Additional services:*

- In addition and on request we can provide follow up services to individuals or organisations who may require ongoing support and guidance either in person and/or via email/phone.

### **Costs**

- Email [hello@mhscot-consultancy.co.uk](mailto:hello@mhscot-consultancy.co.uk) and let us know your requirements and we'll provide you with a quote with all the information you require.
- There are discounts available to registered charities and third sector organisations.
- Having an in-house course is an economical way to arranging training for multiple delegates and also saves on travel costs.
- You can make further savings by sharing the costs with other organisations in your area.
- The costs for open courses (not in-house) are always listed on the individual course pages on the MHScot website.

### **MHScot's Working Hours**

- MHScot works very flexibly as are our working hours.
- An auto-response on emails will be in place should any of us be away for any length of time.
- We aim to respond within 5 days of receiving emails that require a response.

### **Upon booking you confirm that you have read, understood and agreed to these Terms and Conditions.**

*We regularly review these Terms and Conditions to make sure that they are as easy to understand as possible. If there is anything that doesn't make sense, please could you let us know so that we can make amendments.*