

BOOKING CONDITIONS

Bookings

All bookings for events and training linked to the South West Surgical Training Network Community Interest Company (SWSTN c.i.c.) should be made by phone to 01935 315052/ 315068, email to contact@swstn.org or by online booking at www.swstncic.org.

Name badges and certificates will be provided for most events so please ensure that name spellings and details are correct at time of booking.

SWSTN Member Discounts

Members of SWSTN will be eligible for a 10% discount for specific courses. There is no fee to join SWSTN (register online at <http://www.swstncic.org/join-swstn.html>) Members of other professional bodies such as ASIT/ ALSGBI etc may also gain a discount for certain events. The availability of these discounts will be clearly stated on the promotional material for each eligible course.

Confirmation of Bookings

Bookings will be received on a first come first served basis. A booking confirmation will usually be issued by email within 2 working days of the booking being received either by email, telephone or online, unless otherwise advised.

Where a booking deadline has been set, payment must be received before this date (or within 10 working days of the initial reservation) to secure the place.

For bookings received after the deadline, payment must reach our account within 2 working days or the place will not be held.

Payment details

Payment methods are outlined below:

- i. Cheque (payable to "SWSTNcic")
- ii. BACS payment to SWSTNcic, Account Number: 14385430, Sort code: 602437 Address: NatWest, 2 Henford, Yeovil, BA20 1TN

An electronic payment receipt will be issued by email within 3 working days of the payment being cleared.

Please note: an invoice may be issued in exceptional circumstances but must be discussed with one of the SWSTNcic staff (phone numbers above).

Cancellations/Substitutions

1. Cancellations must be received 6 weeks before the event in order to receive a full refund of the fee. For bookings made less than 6 weeks prior to the event or course, item 3. will apply

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as appropriate (see below). The cancellation must either be in writing or by email to contact@swstn.org.

2. Substitute delegates are accepted at no extra charge, but their details must be provided to the course administrator within 3 working days of the notification of change.
3. Where no substitute attendee is available, the refund policy is as follows:
 - i) 50% refund for cancellations received 4-6 weeks before the course
 - ii) Cancellations with less than 4 weeks notice will incur the full fee
 - iii) Failure to attend will incur the full fee

Cancellation by Organiser

Changes to, or cancellation of, events or courses may at times be necessary, but such changes would not incur a fee. However, in the event of cancellation, the SWSTNcic staff will contact each delegate by email, and also by phone if necessary.

It is the Responsibility of the Delegate to ensure that:

- All contact information is provided to the SWSTNcic to enable effective notification of changes or cancellations. This should include an email address and mobile telephone number for out of hours contact where applicable.
- Correct names and titles are given at the time of booking to assist in the production of name badges and certificates of attendance.
- Substitute delegates are confirmed to the course administrator within 3 working days of attendee change notification, or cancellation is advised within the due time.
- They arrive in time for the course and sign in at the appropriate entrance point on arrival.
- They familiarise themselves with appropriate fire regulations and evacuation procedures for the relevant venue.

Definitions of Staff Grades:

Consultant – Consultant and equivalent banding e.g. Director/Managerial role and above

Medical/Surgical Trainees – Foundation Year 1 and above and equivalent banding e.g. ST/CT etc.

Allied Healthcare Professionals - specialist nurses, dietitians, practice administrators, nurses and equivalent banding

South West Surgical Training Network Community Interest Company
4 Aldon House
Dorchester Road
Yeovil BA20 2RH

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