

Terms & Conditions

1. General

In these terms and conditions "Customer" means any customer who makes or is making a booking with Medic Skills; "Writing" means letter, fax or email; "Medic Skills" means Medic Skills Ltd; "you" means the customer submitting a booking.

The contract for the supply by us of event cover, training and (where applicable) other related services ("Contract") will be formed when we accept your order and we receive from you the appropriate deposit in cleared funds.

Your Contract cannot be amended unless confirmed by an authorised representative of Medic Skills and yourself.

These conditions and any matters referred to by us, form the entire understanding between you and us and supersede any prior promises, representations (unless fraudulent) or undertakings.

Any omission or error in any sales literature, web page or site, order form, quotation, price list, order acknowledgement, despatch note, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

The provisions of the Contracts (Rights of Third Parties) Act 1999 are expressly excluded from the Contract so that no third party may claim any rights under this contract.

2. Securing/Booking Our Services

You may secure our services telephoning the Medic Skills Office or, where directed by a member of the Medic Skills sales team in writing.

All bookings made by telephone, fax or other forms of distance communication are made subject to these terms and conditions and the person placing the booking warrants that he/she has the full authority to do so on behalf of all the persons they are making a booking for, and confirms that all such persons are aware of and accept these conditions.

Before your booking is confirmed and the Contract comes into force Medic Skills reserves the right to increase or decrease prices PROVIDED THAT we notify you in writing in good time prior to delivery of such price increases/decreases and you may cancel your order within 7 working days of this notice if you are unhappy with the price increases/decreases.

All bookings are subject to availability and Medic Skills reserves the right to decline any booking at its discretion.

3. Payment

In order to secure your booking you must pay us the appropriate deposit or full payment, as set out in the quotation provided to you.

Payments shall be made in such format as we may agree with you when you place an order. The deposit element of any payment, payable under clause 3 are non-refundable in the circumstances set out in clause 7.

4. If You Change Your Booking

Changes requested from the date your booking must be discussed with Medic Skills and may be treated as cancellations (see clause 7 below).

If you wish to change a confirmed booking (e.g. changes in dates, changes in the level of service required or changes in numbers of students booked) such changes are subject to the availability of a suitable alternative and are subject to any additional costs incurred in making changes to accommodate your request.

We will inform you of the amount of any additional costs when you request your changes and shall agree such costs with you.

5. If You Cancel Your Booking

All cancellations are subject to a cancellation charge.

Cancellation charges are set on the sliding scale below. All cancellation charges are calculated from the day written notification is received by Medic Skills. These charges are based on how many days before the date of the event/service delivery we receive your cancellation notice. These charges are based on the total cost of the event/service.

No. of days	Amount your deposit refunded
More than 31 days	We will refund your payment in full
14 days – 31 days	We will refund 50% of the deposit
Less than 14 days	There will be no refund on the deposit

6. If we change your booking

In the unlikely event it becomes necessary to change your booking, in total or in part, Medic Skills will inform you as soon as is reasonably possible of any necessary changes. You shall have the choice of: accepting the changed arrangements; or cancelling your booking and receiving a full refund of all payments made.

7. Delay or Failure to Perform

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, flood, fire or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

8. Our liability to you

Medic Skills shall ensure that the services you order from us are in accordance with these terms and conditions and shall be performed by us with reasonable skill and care.

Where an element of your booking is not provided you must notify us within 28 days of the alleged breach. We shall then investigate the matter and if we have not delivered the services in accordance with these terms you shall be entitled to: a full refund of the cost of your order (or, where appropriate, the relevant section of it) less any fees

charged for changes requested by you; or a free Medic Skills product to the equivalent value of the services complained of, where such dates are agreed in writing by us.

We will not be liable to you by way of representation (unless fraudulent), common law duty or under any express or implied term of the contract for: any losses which are not foreseeable by both you and us when the Contract is formed arising in connection with the supply of the services or their use by you; any losses which are not caused by any breach by us; business or trade losses.

Our entire liability in connection with the Contract will not exceed the purchase price of the services booked less any amendment charges paid to us.

Except in relation to death or personal injury caused by our negligence Medic Skills' liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

9. Governing Law and Jurisdiction

The contract is subject to English law applied in Wales and the exclusive jurisdiction of the English Courts in Wales.

10. Your Information

We shall only store and use the information you supply to us for the purposes of carrying out our contract with you and to collect valuable feedback about how satisfied you were with the services provided. If you do not wish to receive requests for your feedback, please let us know by: emailing us at enquiries@medicskills.co.uk; or telephoning us on 0330 999 0101; or writing to us at:

Medic Skills Ltd., 14, Carmen Sylva Road, Llandudno, Conwy. LL30 1EQ.