

DESCRIPTIONS, AVAILABILITY AND FEES

- a. All services are supplied subject to availability.
- b. We have the right to change our fees at any time without advance warning.
- c. Fees:

NHS Practitioners

The majority of dental continuing education and training courses and events are subsidised wholly by Health Education Improvement Wales (HEIW) to enable the delivery of continuing professional development (CPD) to dental professionals (dentists and dental care professionals (DCPs)) working under an NHS contract in Wales. Charges may on occasion be applied to events where applicable and at the discretion of HEIW.

Priority for booking on and attendance at events is given to dental professionals who live or work in the NHS in Wales.

Non-NHS Practitioners

Dental professionals who are not practising under NHS terms of service are still entitled to attend events organised by the Dental Section, HEIW. However, a fee for attending face to face events with a hands-on element will apply.

- d. We endeavour to ensure that the descriptions and illustrations are fair, honest and accurate.
- e. Our service is intended to be available without disruption. Due to maintenance, or for other unexpected reasons, there may be periods of unavailability.

CANCELLATION AND REFUND POLICY (IF APPLICABLE)

- a. Cancellation by the delegate
 - i. Those who fail to attend on more than one occasion will be declined the opportunity of booking future Dental Section events until corresponding with the local educator or administrator to mitigate the non-attendance. In such cases we would expect to receive an explanation at the earliest opportunity to determine how the situation can be resolved to the satisfaction of both parties.
- b. Cancellation by the delegate (with event fee)
 - i. Places on events are limited and therefore HEIW operates a cancellation and refund policy. From the time of purchase up-to SEVEN calendar days before the date of the course the user is eligible for full credit. The total amount paid for the event is credited to the users bank card used to make the booking. Users should cancel their place via the learning management system.
 - ii. If the user requires a refund, then a refund request for the full amount should be made to the event administrator. All eligible requests for refunds should be processed usually within 31 working days of the request.
 - iii. No refund will be made for bookings cancelled in the SEVEN calendar days before the course date.
 - iv. In extenuating circumstances and only at the discretion of the Director/Dental Educator the user may be offered a credit for a future event, that may include a charge for administration.
 - v. Full details of extenuating circumstances must be notified to the relevant Administrator as soon as possible after the deadline of the event and no later

than within 10 working days following the event. The decision on a refund will be at the discretion of the Director and/or the Dental Educator.

- vi. No refund will be made for non-attendance on the event.
- c. Cancellation or postponement by the Dental Section
- i. In the unlikely situation of an event being cancelled, the relevant Administrator will inform all booked delegates at the earliest time possible. Any event fees are credited to the users bank card used to make the booking. A minimum enrolment is necessary to make each event viable. If, because of low enrolment or any other reason, an event is cancelled, the Dental Section will make every reasonable effort to give registered users as much notice as possible. The Dental Section's maximum liability will be limited to a refund of the event **only**. The Dental Section will not accept liability for any additional costs or loss incurred by users or organizations which are claimed to have arisen through event cancellation. The Dental Section reserves the right to vary arrangements for the delivery of programmes for events, such as the venue or the lecturer. In such cases, the Dental Section will make reasonable efforts to inform users in advance.
 - ii. If it is a case of postponement, the user will be informed of the new date. If the date is not convenient, the user is entitled to a full event credit (if applicable), following receipt of the reasons for your inability to attend.