



## Feature Medical Training Terms & Conditions

### Invoices

Invoices will be raised and sent when a course place has been requested. The invoice is confirmation of the booking. The invoice will be due for payment within 7 days or the day of the course, whichever is the sooner.

### Methods of Payment

Payment can be made by bank transfer, using the account details on the invoice, or by cheque made payable to 'Feature Medical Limited'.

### Late Payments

Late payments may incur a late payment charge of 10% and your place on the course is held until the due date of the invoice. After this date your place may be allocated to another delegate and you may lose your place.

### VAT

All costs are exclusive of VAT, unless otherwise stated, at the standard rate.

### Delegate Substitution

You can substitute a confirmed place on a course, up to the day before the course starts. The substitution should be in writing and emailed to [training@featuremedical.co.uk](mailto:training@featuremedical.co.uk)

### Course Transfers

A confirmed booking on a course can be transferred to another course, providing:

1. The request is made no less than 14 days before the first day of the originally booked course.
2. The course requested to transfer onto takes place within 3 months of the transfer request.
3. There is space on the course requested to transfer onto.

Feature Medical is not obliged to ensure alternative courses are available and a course transfer can only be requested once per original booking.

Requests should be made in writing and emailed to [training@featuremedical.co.uk](mailto:training@featuremedical.co.uk)

### **Cancellation Charges**

Regardless of whether a course has been paid or not, cancellation fees will apply once an invoice has been raised and sent. Cancellations must be made in writing and emailed to [training@featuremedical.co.uk](mailto:training@featuremedical.co.uk)

Refunds will be made as:

- Cancellations requested within 14 days of the first day of the course will receive no refund.
- Cancellations requested within 15 and 30 days of the first day of the course will be refunded at 50% of the course cost.
- Cancellations requested more than 30 days of the first day of the course will be refunded in full.

Any no-shows on the day are classed as a cancellation.

Information on cancelling under the Distance Selling Regulations can be found on the next page.

### **Course Changes by Feature Medical**

Feature Medical Limited reserve the right to cancel a course, change the course venue, amend the course dates and course tutors at any time and without notice. If any of the changes are made to the course, the delegate will be entitled to a full refund if requested within 48 hours of the change notification being made.

### **Consumer Rights**

These terms and conditions do not replace your rights as a consumer under UK law.

**NOTICE OF STATUTORY CONTRACT CANCELLATION  
UNDER THE DISTANCE SELLING REGULATIONS**

The above terms relating to cancellation are superseded by your right to cancel under the Distance Selling Regulations.

If cancelling under the Distance Selling Regulations you do not need to give any reason for wishing to cancel and will receive a full refund of any monies paid, unless:

- More than 14 days has passed between when your booking request was made, and an invoice was raised and sent confirming the booking, and your request to cancel under the Distance Selling Regulations.
- The first day of the course in relation to the cancellation request has started.

To exercise your right to cancel under The Distance Selling Regulations, you must inform us of your decision to cancel the contract by a clear statement (e.g. communication by email or post) to the contact details below:

training@featuremedical.co.uk

Feature Medical Training  
Shelly House, 1 Farmhouse Way  
Solihull, West Midlands, B90 4EH

You may use the attached model cancellation form, but it is not obligatory.

Please include your invoice number when you contact us so we can find your booking.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

## MODEL CANCELLATION FORM

TO: Feature Medical Limited  
Shelly House  
Farmhouse Way  
Solihull  
West Midlands  
B90 3SD

[training@featuremedical.co.uk](mailto:training@featuremedical.co.uk)

I hereby give notice that I cancel my contract of sale for the supply of the following training course.

Name of consumer:

Address of consumer:

Invoice/Booking Reference Number:

Signature of consumer (only if this form is notified in paper)

Date: