

IVC Evidensia Academy

Terms & Conditions – UK

Our aim is that you and your colleagues have a memorable learning experience with the Academy, and to help us do this, we have a few terms and conditions we need you to know about.

1. All delegates must gain written approval from their line manager prior to booking which is confirmed on the booking form.
2. Once booked, places are non-transferable with regard to location or date unless discussed and agreed with the appropriate Academy Development Manager. Please contact the Academy Support Team in the first instance.
3. It is the responsibility of the delegate to clearly state if any dietary or special requirements are required when booking a course.
4. Any reasonable adjustments that are required must be notified to the appropriate Academy Support Team at least 28 days before the date of the course. This information will then be shared with the host to ensure the adjustments are in place.
5. Delegates will be advised of course details by the course host, where possible, at least 2 weeks prior to the course start date via the contact email address provided upon booking.
6. All courses will start at the advertised time given – it is the delegate's responsibility to arrive in good time for the start of the course. Any unexpected delays should be notified to the course host, by text/phone with an estimated arrival time. The host's details will be on the pre-event instructions.
7. It is the delegate's responsibility to organise and pay for any additional accommodation and their travel to and from the course location as per the IVC expenses policy, unless otherwise stated.
8. Delegates that wish to transfer a place on a course to another delegate from the same practice we will do our best to accommodate such requests but course places are no longer transferable within 28 days of the course date.
9. Delegates that need to cancel course attendance please do so in advance. Any course cancellations will be charged at full price or £40 administration fee for the FOC courses if cancelled within 28 days of the course date.
10. If a delegate is unable to attend a course on the day for any reason we will still charge the full course fee and in the case of courses that are advertised as FOC there will be a £40 administration charge applied.
11. Photographs may be taken during the courses and verbal feedback may be used for publicity purposes. If you do not wish to be included then please contact the course host to make your wishes known.
12. Email addresses will not be shared with anyone outside the course team unless we request to do so and delegates give written consent that they are happy for this to happen.
13. To ensure we understand how we can improve our courses and the delegate experience we ask that all delegates complete a course feedback form after the course has been completed.
14. Course fees will be recharged to the practice CPD budget. The completion of a booking form confirms the practice agreement for this transaction.
15. We reserve the right to cancel courses in exceptional circumstances and will notify all those who are affected by this decision in a timely manner. We are not liable for any costs which are incurred.
16. We will where ever possible try to secure places for delegates on the course of choice – however if a course is full we will ask your permission to include names and email addresses on a waiting list to make direct contact once we have a new date / location for the same course in the future.
17. Independent Vetcare Ltd ("We") are committed to protecting and respecting your privacy for our Privacy Policy please click on the link <https://www.independentvetcare.co.uk/privacy/privacy-policy>
18. With the new GDPR regulation we need to ensure you are happy in the way in which we communicate with you. For our GDPR policy please Click on the link – [https://www.independentvetcare.co.uk/privacy/terms-conditions-\(1\)](https://www.independentvetcare.co.uk/privacy/terms-conditions-(1))

If you have any questions or concerns regarding the IVC Evidensia Academy T&C's then please contact the Academy Support Team at IVCL&D@independentvetcare.co.uk and they will be happy to help.