

Dental Team Education Centre

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Booking, Cancellation and Refund Policy

Seminar and Course Bookings

To help maintain the quality of course delivery, all our course and seminars are subject to a limit on the maximum number of delegates. Once a course is full any additional applicants will be offered a place on the waiting list. This will mean your application is held until the next intake. If, for any reason, a place becomes available on the current course you may be contacted and offered an earlier opportunity to join the course.

Having completed the relevant application form and submitted full payment you will be sent a letter of confirmation. You do not have a place on the course until the letter of confirmation has been sent.

Cancellations by the Applicant

By completing your application for a course and making a payment (whether in full or in instalments), you agree to the following Terms and Conditions. We acknowledge that sometimes there is a need to cancel your enrolment from a course/training workshop. If you cannot attend, or no longer require a place, please provide notice of cancellation at least 6 weeks prior to the start of the course.

Cancellations received 6 weeks or more prior to the course/seminar start date will be refunded the fee you have paid less an administration fee of £50.

Cancellations received less than 6 weeks prior to the course/seminar start date will not be eligible for a refund.

Refunds may, however, be considered where there are extenuating circumstances. If you consider your cancellation to be due to extenuating circumstances please complete the Extenuating Circumstances form and submit by email to carolwhite5@nhs.net. Where cancellations due to extenuating circumstances are accepted a full refund, minus a £50 administration fee, will be made.

Cancellations by the Centre

All bookings are accepted on the understanding that a course or seminar will only be delivered if it attracts the required minimum number of delegates to ensure viability. In the unlikely event that a course is cancelled by the Centre we will notify you at least 2 weeks before the date of the course or seminar (as far as is reasonably practicable) and we will refund all fees paid. All refunds will be paid as soon as possible after the date of cancellation.