



## **Terms and Conditions**

### **Course Bookings**

It is the responsibility of the person booking candidates from their organisation onto a CCT course to ensure they have the funding approval in place for each candidate.

The organisation is liable for the full course fee of those they send on a training course run by CCT regardless of whether the candidate successfully completes the course or not.

An organisation is free to substitute candidates, if they so wish, however they must ensure CCT has been informed of any name change, and that the replacement candidate has funding approval and adequate time to complete any pre course learning requirements.

### **Cancellation**

Course places cancelled more than 2 weeks before the course commencement will be eligible for full refund.

Course place cancelled 7-14 days prior to course will be eligible to 50% course fee refund.

Course fee is not refundable within 7 days of course commencement.

### **To successfully complete a course**

- Candidates must complete and submit any prescribed pre course work required.
- Be in attendance and actively engage with the learning on the face to face training sessions.
- Meet the course requirements criteria pertinent to the course they are undertaking.

### **Re-sit charges**

Candidates will be charged an administration fee of €50 to attend for a resit on an addition course if they have failed to meet the pass criteria on their original course. This offer is only applicable within three months of the original course.

Critical Care Training will always endeavour to facilitate candidates requiring a re-sit BUT is not obliged to do so. Critical Care Training cannot guarantee a place on a specific course or in a specific location for the re-sit.

Candidates are free to undertake their re-sit with another training site if they so wish. The alternative site may have different charges or conditions.

## **Complaints**

Any complaints should in the first instance be brought to the attention of the course co-ordinator on the day of the course, who will endeavour to resolve the issue to your satisfaction on the day. Complaints should be escalated to Critical Care Director via [admin@criticalcaretraining.ie](mailto:admin@criticalcaretraining.ie) not resolved to candidates satisfaction. If attending an IHF/AHA course a candidate may also contact the Irish Heart Foundation Emergency Cardiovascular Care Department.

## **General Data Protection Regulation (GDPR )**

Critical Care Training Ltd. processes all personal data in compliance with current national and EU GDPR provisions. If you have any questions about Critical Care Training`s privacy policy please do not hesitate to contact us at [admin@criticalcaretraining.ie](mailto:admin@criticalcaretraining.ie)