

**The British Veterinary Nursing Association**  
**Terms and Conditions for booking CPD Courses, Day events and Congress**



### **Contract Terms**

The British Veterinary Nursing Association (BVNA) agrees to provide services to you on the following terms and conditions. In these terms and conditions 'we' means BVNA and the 'service' means the CPD provision that you have booked with us as described in the application and booking form.

### **CPD Provision**

We will aim to provide the booked CPD in accordance with any advertised dates. However, dates quoted for the start and or completion of longer courses are approximations and may be subject to change and we shall not be liable for any delay in relation to the same whatsoever.

### **Payment**

Payment is to be made in advance of all CPD provision and you must be a BVNA member on the date of application to receive related discounts.

### **Cancellation**

You have the right to withdraw or cancel an application, without charge, at any time within fourteen days of the dated application. This right will cease, however, if the CPD provision booked is due to take place within the fourteen day period on initial application and therefore the below will apply.

Cancellations made after the fourteen day period will be subject to the following terms:

- 28 days prior to the date of the CPD provision booked will receive a 50% refund of the amount paid
- 14 days prior to the date of the CPD provision booked: No refund, however a transferable credit note will be issued worth 50% of the original payment. This will be valid for 12 months and can be used ONLY for BVNA Congress, CPD day events and long courses (courses of 6 months or longer). Regional meetings and CPD sessions under the value of £100 are excluded.
- Delegates may substitute another person in place of themselves but they MUST contact and notify BVNA at least 7 days in advance of the event occurring. The full name of the substitute must be provided so that the delegate register accurately reflects attendance and CPD certificates are issued correctly.

BVNA will take all reasonable measures to prevent cancellation of CPD provision and will commit to:

- Finding replacement speakers adequately and appropriately qualified to deliver the same lecture or a different lecture on the same topic

If, however, due to unforeseen circumstances this cannot be fulfilled then a credit note will be issued for that particular individual lecture and the lecture will be rescheduled within that region within a twelve month period. (This applies to CPD day events and courses ONLY and excludes BVNA Congress where it is not possible to book lectures).

If a whole day event or course has to be cancelled (after bookings have been accepted) for any reason outside of the remit of liability (please see below) a full refund will be issued. However, other expenses incurred by delegates such as any pre-booked travel expenses are excluded.

BVNA reserves the right, under exceptional circumstances, to alter the venues, dates or speakers of CPD provision. Under such circumstances BVNA will give maximum possible notice to delegates.

### **Liability**

The BVNA are not liable and will make no refunds for any circumstance or matters beyond our reasonable control, including, but not limited to exceptional or unusually severe weather, transport and industrial disputes, flood, fire or disruption of electricity supply, war and acts of local or central government which may breach the contract between ourselves and delegates.

Any notice required or permitted to be given by either party under this contract must be done in writing addressed to the other party at its registered office or principal place of business or such other address provided.

If any term of this contract is judged to be invalid or unenforceable in whole, or in part, the validity of the other provisions of this contract and the remainder of the provision in question shall be unaffected.

### **Delegates should note the following Terms and Conditions on application for CPD provision.**

- The delegate agrees to pay for the CPD in full (or arrange payment via the practice), as described on the application form.
- All cancellations by delegates must be made in writing. Any claims for refunds should be made in writing to the Education Manager of BVNA.
- BVNA reserve the right to cancel a place on CPD provision if payment has not been received.
- In relation to certificate courses, delegates must adhere to the timeframes of completion and assessment deadlines as specified in the information and application pack (with the exception of extenuating circumstances)
- Personal possessions are the responsibility of the delegates at all times and vehicles are parked at the owner's risk at all venues. BVNA will not accept any liability for any loss incurred or damage to vehicles.
- BVNA reserve the right to make changes to course materials and lectures without notifying delegates.

These Terms and Conditions together with the application and correct payment constitute the agreement between the BVNA and the delegate.

### **The British Veterinary Nursing Association Ltd**

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