

## **BOOKING CONDITIONS**

### **Bookings**

All bookings for events and training linked to the South West Surgical Training Network Community Interest Company (SWSTN c.i.c.) should be made online at [www.swstncic.org](http://www.swstncic.org) or by phone to 03300010849

Bookings received online will be processed within 2 working days.

Name badges and attendance certificates will be provided so please ensure that name spellings and details are correct at the time of booking.

### **Confirmation of Bookings**

Bookings will be received on a first come first served basis. Whilst places can be reserved for a short period, bookings will only be confirmed upon receipt of payment.

### **Fees**

Payment must be made within 10 working days in order to confirm a booking. If payment is not received within this time, the place will be released and must be re-booked.

Payment methods:

- Bank transfer to:
  - Bank: NatWest Bank, 2 Henford, Yeovil BA20 1TN
  - Sort code: 602437
  - Account No: 14385430
  - Account name: SWSTNcic
  - Reference Number: Your Surname + Course reference code
- PayPal/ Credit or Debit card payments. A separate invoice will be sent to you by email if you choose to pay by this option.

An electronic payment receipt will be issued within 3 working days.

### **Invoicing**

Invoices will only be raised on receipt of a valid purchase order number, together with the full name, email and postal address for the relevant finance department. The deadline for receipt of these details is 8 weeks prior to the event date. Bookings will only be confirmed once payment has cleared in our account.

### **Cancellations/Substitutions**

Cancellations must be received 6 weeks before the event in order to receive a full refund of the fee. The cancellation must be phone to 03300010849

Substitute delegates are accepted at no extra charge, but their details must be provided to the SWSTN office within 3 working days of the notification of change.

Where no substitute attendee is available, the refund policy is as follows:

- 50% refund for cancellations received 4-6 weeks before the event
- Cancellations with less than 4 weeks notice will incur the full fee
- Failure to attend will incur the full fee

### **Cancellation by Organiser**

Changes to, or cancellation of, events may at times be necessary, but such changes would not incur a fee. In the event of cancellation, the administrator will contact each delegate by email and arrange a full refund.

It is the Responsibility of the Delegate to ensure that:

- All contact information is provided to the SWSTN Office to enable effective notification of changes or cancellations. This should include an email address and mobile telephone number for out of hours contact where applicable.
- Correct names and titles are given at the time of booking to assist in the production of name badges and certificates of attendance.
- Substitute delegates are confirmed to the administrator, or cancellation is advised within the due time.
- They arrive in time for the event and sign in at the appropriate entrance point on arrival.
- They familiarise themselves with appropriate fire regulations and evacuation procedures for the relevant venue.

### **Definitions of Staff Grades:**

- Consultant – Consultant and equivalent banding e.g. Director/Managerial role and above
- Medical/Surgical Trainees – Foundation Year 1 and above and equivalent banding e.g. ST/CT etc.
- Allied Healthcare Professionals - specialist nurses, dietitians, practice administrators, nurses and equivalent banding

### **SWSTNcic Data Protection Policy**

**SWSTN c.i.c.** needs to collect and use certain types of information about the Individuals or Service Users who come into contact with **SWSTN c.i.c.** in order to carry on our work. This personal information must be collected and dealt with appropriately whether is collected on paper, stored in a computer database, or recorded on other material and there are safeguards to ensure this under the General Data Protection Regulation 2018.

**Fiona Carter** is the Data Controller under the regulation which means that it determines what purposes personal information held, will be used for. It is also responsible for notifying the Information Commissioner of the data it holds or is likely to hold, and the general purposes that this data will be used for.

**SWSTN c.i.c** may share the following types of personal information with funding organisations in line with healthcare compliance regulations: name; job role; place of work

**SWSTN c.i.c** intends to ensure that personal information is treated lawfully and correctly.

To this end, **SWSTN c.i.c** will adhere to the Principles of Data Protection, as detailed in the General Data Protection Regulation 2018.

In case of any queries or questions in relation to this policy please contact the **ERAS UK c.i.c.** Data Protection Officer:

Dr Fiona Carter, [Fiona.j.carter@gmail.com](mailto:Fiona.j.carter@gmail.com), Tel: 03300010849