

Training Terms and Conditions

Bath Mind is a registered independent charity and is part of the Mind network.

We offer a range of training and talks to support our community. Income generated goes directly back into supporting the broad range of mental health services which we provide in Bath and North East Somerset. Our skilled facilitators offer high quality delivery, providing excellent value and return on investment.

Payment for online bookings is due by credit/debit card, at time of booking. We consider a booking to have been confirmed when you have received the payment receipt issued through the website, by email.

Refund and Cancellation Policy

Refunds and cancellations can affect the viability of our training offer. You therefore must notify us in advance if you wish to cancel or reschedule a booking by emailing training@bathmind.org.uk.

The cancellation/rescheduling notice will be accepted from the date that it is received, or the next working day if it is a weekend. Your cancellation will be acknowledged so that you know it has been received. If you do not hear from us within 72 hours of sending your cancellation, please contact us as we may not have received it.

If you need to cancel a booking, please do this as soon as possible so that your place can be released to someone else.

The following charges will be made based on the date cancellations are received:

Length of notice

More than 21 days before date of confirmed booking
21 days or less from date of confirmed booking

Charges applied

Administration fee of £25
Full fee paid

Should the course be cancelled by Bath Mind, we will reschedule the course and notify you of the new date/s or issue a full refund. No refunds will be processed for non-attendance of sessions, as purchasing your training place commits you to attending all course sessions.

Course Joining Instructions

Joining instructions including online joining link or venue and parking details (as applicable) will be issued approximately 10 full working days prior to the course. If you have not received your joining instructions 7 full working days prior to the training course, please contact training@bathmind.org.uk

Bath Mind will not be held responsible for non-receipt of or inability to access joining instructions and refunds will not be issued under such circumstances.

Contact

If you have any questions concerning the training you have booked, please contact our training team: training@bathmind.org.uk

We look forward to seeing you and thank you for supporting Bath Mind. For more information on other courses please visit www.bathmind.org.uk/training.

No additional terms and conditions apply.