



## Terms & Conditions

Please read these terms and conditions carefully before booking a course with Meso & More Training. By booking your place on a course, you acknowledge and agree to abide by the following terms and conditions:

1. **Cancellation Policy:** If you need to cancel your place on the course, you must provide your tutor with at least 10 days' written notice from the date of enrolment. Date of enrolment is the date you make your first payment. Course fees are non-refundable and non-transferable unless circumstances are deemed to be exceptional by Meso & More Training. Regardless of whether you choose to pay for the course in instalments or in full, you are still required to pay the entire course fee, irrespective of your completion or non-completion of the course. Failure to arrive on agreed tuition dates, will result in a payment of £250.00 per educator if 121 and less than 48 hours' notice and for final exam dates £850.00.
2. **Payment methods:** We have several payment options available: direct bank transfer, PayPal, ClearPay, LayBuy, Klarna & Plim. These offer payments by instalment to help you spread the cost of training. These are an external funding source and no connection to Meso and More Training academy Ltd.
3. **Course cancellation:** In the event of a course cancellation from meso and More Training Academy Ltd due to low numbers or reasons beyond our control, we will make efforts to transfer you to another course date.
4. **Course Criteria and Assessments:** If it is determined that you have not met the course criteria and not passed the assessments to the required standard, you will be required to re-attend the course at a future date. There will be no charge for an additional assessment; however, if you fail a second time, additional charges of £75.00 per further assessment will apply to a maximum of £275.00 a day. If you fail any part of an assessment, and the tutor deems it unsafe and lacking competency to continue, you will not be permitted to proceed further in the course. If you are unable to continue with the course due to failing an assessment, the fees paid will not be refundable. Our priority is to ensure safety and competency during the training.
5. **OFQUAL and CPD Courses:** Access to these courses is available for 365 days. Meso and More Training Academy will do their utmost to provide models, but you are also required to source your own. Models will be required to pay a fee for their appointment. The model fee is non refundable. For academic courses such as teaching and assessing courses, you will be required to arrange your own lessons, resources, equipment and students for your microteach sessions. All attendees must agree to being video recorded and be over the age of 18yrs. **The EQA from the awarding organisation may require to observe you at the centre or call you for an interview.** The EQA has the right to withhold your certificate.
6. **Presentation:** You agree to always attend in professional attire, wearing scrubs, uniform or appropriate dress code, hair tied back and enclosed footwear.
7. **Communication:** Emails will be answered within 48 hours, please check Google Classrooms for class updates and return your work on there. If you have enrolled on a Qualifi course, please upload all your written work to PLATOPRO as per the request of Qualifi. You will be given a contact email for your tutor upon registration.
8. **Appeals and Complaints:** Should you have a cause for a complaint, please ensure you follow the correct procedures to receive an acknowledgement. You will be provided with the protocols upon registration. Alternative forms of registering a grievance WILL NOT be responded too.
9. **Parking:** Parking is available near to Meso & More Training. A parking fee is payable so please ensure you have allowed enough parking time for the duration of your course. Parking is in a public car park and is at your own risk.
10. **Insurance:** We cannot accept any responsibility or provide refunds should you not be able to gain insurance following your training. We recommend checking with your current insurer that the course content will satisfy them and/or their underwriters.
11. **Agreement to Terms and Conditions:** By booking your place on a course with Meso & More Training, you confirm that you have read, understood, and agreed to these terms and conditions.

**We are excited to welcome you to Meso & More Training. If you have any further questions or require additional information about your course, please don't hesitate to [contact us](#).**