



## Rethink Mental Illness, Open Courses – Remote Delivery, Terms & Conditions

Thank you for your interest in booking a training course with Rethink Mental Illness. This document tells you the terms and conditions on which Rethink Mental Illness provides open training courses.

Rethink Mental Illness is registered in England Number 1227970. Registered Charity Number 271028 at 89 Albert Embankment, London, SE1 7TP. You can contact us by emailing [training@rethink.org](mailto:training@rethink.org) or by calling 0207 840 3069.

### 1. How to Book an Open Course

When you know which course and on which date you would like to attend, sign up via Eventbrite where these Terms and Conditions are also located.

Once payment has been received, you will receive a confirmation booking email which details your booking information, course details and how to access the course.

### 2. Description & Pricing of Courses

A description of each course is provided on the Eventbrite page.

For courses which have a fixed price, the price per delegate will also be listed on the Eventbrite page. The price is provided exclusive of VAT. VAT at the rate of 20% will be added to the booking.

For courses which are on a donation basis, you can choose how much you wish to donate to us. VAT will be added at the rate of 20%.

### 3. Cancellation of Courses by Rethink Mental Illness

Rethink Mental Illness reserves the right to amend or cancel any Course, Course times, dates or published prices. Changes to Course prices, times and dates will be advised before the Course start date and any Course already paid in full will not be subject to the increased price.

Any costs incurred to the delegate to access the course (e.g. purchase of equipment to access the course) are entirely the responsibility of the delegate or the delegate's organisation.

Rethink Mental Illness does not accept any liability for reimbursement of any costs incurred whatsoever in relation to its training Courses or events. Where a Course has been cancelled, delegates will be offered an alternative date for the same Course or a refund.

### 4. How to Pay

Payment is made via Eventbrite. Eventbrite's payment processing details can be found [here](#). You can pay using a debit or credit card.

### 5. VAT & Card Charges

Prices quoted are exclusive of VAT which will be shown separately on the confirmation email sent via Eventbrite provided once payment has been made. Payments are subject to Eventbrite's payment process – details [here](#).

## 6. Joining Instructions

Joining instructions for accessing the remote course and start times are sent out by email directly to you once payment is confirmed. Once this has been done the services is deemed to have started under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

## 7. Cancellation of Booking by you

Where a firm booking has been accepted by Rethink Mental Illness and is subsequently cancelled, you will be liable for the following charges. All cancellations must be received in writing.

Time Period Before the Course Date when the cancellation is made	Charge to Customer
More than 21 working days	No charge (full refund given)
16 to 21 working days	50% charge
0 to 15 working days	100% charge (no refund given)

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 you have a cancellation cooling off period where you can cancel your Course within a period of 14 days beginning on the day after the day on which the contract is concluded with you as notified by email confirmation from Rethink Mental Illness in accordance with these Terms. In this case, you will receive a full refund of the price paid for the Course(s) in accordance with our refunds policy (clause 13 below). After this initial cooling off period the above charges apply.

When booking 15 working days or less prior to Course start date, you agree that the service provided by Rethink Mental Illness is deemed to have commenced and you agree to waive your right to cancel your booking and receive a full refund within 14 days under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. In such instances, the cancellation policy in the above table will apply.

## 8. Intellectual Property

All materials ("Rethink Mental Illness Materials") provided for Rethink Mental Illness Courses including slides, resource packs, other text products and design are owned by Rethink Mental Illness. No content in whole or in part of the Rethink Mental Illness Materials may be copied, reproduced, uploaded, posted, displayed, linked to or used in any way without the prior written permission of Rethink Mental Illness. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of Rethink Mental Illness.

## 9. Transfers

In the event you wish to transfer your booking to another course or date, we will endeavour to accommodate this at no extra charge as long as there is space available. Please contact us in writing by emailing [training@rethink.org](mailto:training@rethink.org) to request a transfer.

## 10. Refunds

If you wish to exercise your right to cancel your booking, Rethink Mental Illness will refund the fees paid according to the above cancellation policy (clause 5). Refunds must be processed via Eventbrite. Details can be found [here](#).

## **11. Written Communication**

Applicable laws require that some of the information or communications we send to you should be in writing. When using the Website, you accept that communication with us will be mainly electronic. We will contact you by e-mail or provide you with information by posting notices on our website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

## **12. Data Protection**

Rethink Mental Illness is registered under the provisions of the UK Data Protection Act 2018 and subject to the General Data Protection Regulations (GDPR). Rethink Mental Illness keeps any personal data concerning you in confidence. Our full privacy and data protection notice can be found on our website: <https://www.rethink.org/privacy/>

We will only share your personal information with third parties when the law requires us to do so.

Any data you enter into Eventbrite is subject to Eventbrite's Privacy Policy, [here](#).

## **13. Specific Needs**

Rethink Mental Illness aims to ensure that its events are accessible to all. If you have any specific needs, such as a learning disability or mental health problem which may impact your ability to access and enjoy the Course, please advise us at the earliest possible time, by emailing [training@rethink.org](mailto:training@rethink.org), and we will contact you to discuss your requirements. It is the responsibility of delegates to inform Rethink Mental Illness about any specific needs or requirements they may have.

## **14. Health, Safety and Wellbeing of Delegates**

Your (all delegates) health, safety and wellbeing during the Course are entirely your (the delegate's) responsibility. Rethink Mental Illness cannot accept any responsibility for the health, safety and wellbeing of any delegates during Open, Remote courses. If the trainer has a concern they will do their best to assist you as far as they are able and is safe to do so as per internal policies and procedures, but the responsibility is ultimately yours.

Information disclosed to our trainers during the course of the training session will not be shared outside of the session.

Our trainers will breach the confidentiality of you or one of your training delegates if they are concerned there is a risk to the health and safety of the individual or to others, in particular where they have a duty to safeguard Vulnerable Adults or Children.

## **15. Complaints**

At Rethink Mental Illness we are committed to providing a high standard of customer care. If you are not happy with any element of the service that you have received from us, please contact [training@rethink.org](mailto:training@rethink.org).