ICAN COURSE AND CPD EVENTS BOOKING FORM

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| Do not complete this form if booking the 12 month training package – use separate form provided by [wendy@ican-uk.com](mailto:wendy@ican-uk.com))  IF YOU ARE UNSURE WHAT DETAILS TO PROVIDE, CONTACT WENDY SHERWOOD [wendy@ican-uk.com](mailto:wendy@ican-uk.com)  **SELECT THE RELEVANT OPTION:** | |
| 1. **PLEASE PROVIDE AN INVOICE IN ORDER TO RAISE A PURCHASE ORDER**  [click in the box to check it] Provide details below. 2. **PLEASE PROVIDE AN INVOICE FOR PO NUMBER:**   Click or tap here to enter text.  Provide details below.   1. **I WISH TO PAY BY CARD OR WITH A PayPal ACCOUNT. Send an invoice to this email address:**   Click or tap here to enter text.  FOR **1)** AND **2)** ABOVE, YOU SHOULD PROVIDE THE CONTACT DETAILS OF YOUR MANAGER/THE PERSON OR DEPT THAT THE INVOICE WILL BE SENT TO BELOW.  NAME/DEPT: Click or tap here to enter text.    Email:Click or tap here to enter text.  Telephone:Click or tap here to enter text.  Full name of Trust/Independent organisation Click or tap here to enter text. | |
| **BOOKING MADE BY** Click or tap here to enter text.  EMAIL Click or tap here to enter text.  TELEPHONE NUMBER Click or tap here to enter text. | |
| **COURSE** – click on greyed out box for dropdown menu. If you want to book several different courses, use a separate form for each course. | |
| PLEASE PROVIDE THE CONTACT DETAILS OF PARTICIPANTS BELOW. | |
| **NAME 1** | **NAME 2** |
| EMAIL | EMAIL |
| POSITION: OT  OTA  NURSE  HCA | POSITION: OT  OTA  NURSE  HCA |
| **NAME 3** | **NAME 4** |
| EMAIL | EMAIL |
| POSITION: OT  OTA  NURSE  HCA | POSITION: OT  OTA  NURSE  HCA |
| **NAME 5** | **NAME 6** |
| EMAIL | EMAIL |
| POSITION: OT  OTA  NURSE  HCA | POSITION: OT  OTA  NURSE  HCA |

I HAVE READ AND AGREE TO THE TERMS & CONDITIONS  (see below)

NAME: Click or tap here to enter text.

DATE: Click or tap here to enter text.

SEND THIS FORM TO Wendy Sherwood: wendy@ican-uk.com

**ICAN TERMS & CONDITIONS**

Please read these terms and conditions carefully before booking your place on an ICAN event.

**Booking process**

To book a place on an ICAN event, the booking process must be completed providing details of each trainee.

Completion of the booking process and acceptance of our terms and conditions forms your contract with ICAN to pay for this course, whether you pay yourself or your employer pays – making a booking through completion of this forms is a commitment to paying for the event that you have booked and abiding by the terms and conditions. The booking contract will be between the person making the booking (the name given against ‘Booking made by’ on the booking form) and ICAN, even if the person making the booking is doing so on behalf of other people/delegates.

**Bookings of online training for individuals undertaking Occupational Therapists’ full VdTMoCA training or the VdTMoCA for OT Support workers** (not the 12-month contract):

1.1 Individual online training places must be booked well in advance of the desired training period. The booking process starts by submitting the ICAN booking form, providing the trainee’s name, correct email address and job position. Wendy Sherwood will contact the trainee and agree a training period of dates.

1.2 The client is advised to request trainees to add [wendy@ican-uk.com](mailto:wendy@ican-uk.com) to their email list of contacts to minimise the potential for training details being emailed from this address being blocked or sent into spam/junk mail folders. Wendy Sherwood takes no responsibility for trainees not being cognisant of training arrangements due to firewall protection by the trainee’s IT provider/email provider.

1.3 If given adequate notice of training requests, Wendy Sherwood aims to confirm training and provide training information by email to trainees two months in advance of their training dates.

1.4 Once training dates are agreed, should the client wish to postpone the training to a later date, this is viewed in the first instance as a cancellation of the training followed by a request to re-arrange the training to a new date.

**2. Cancellation and variation of events by ICAN**

ICAN reserves the right to change advertised details of events including event/training content, dates, timetable, venue and facilitators etc. If we have to cancel an event, we will aim to inform all participants at least two weeks before the event is due to take place or as soon as is reasonably possible. We will reimburse all event fees paid, but we are unable to compensate for any other costs incurred, such as travel, flights and accommodation.

If we have to change the dates of an event, applicants may request a full refund of event fees if the new dates are not convenient.

**2.1** **Cancellations and non-attendance by trainees**

If you wish to cancel a booking you must notify ICAN in writing and pay cancellation charges. These are a percentage of the full cost for providing the booked services and depend on how long before the event ICAN receives notification of cancellation (excluding the day on which the event was to commence and the day that ICAN receives notice of wish to cancel). We regret that we have to do this, however all bookings involve administrative costs and it is difficult to fill spaces made vacant by late cancellations. Cancellation charges depend on when we receive your written/emailed cancellation notice:

If cancelled more than 28 days before the event date, we will refund 50% of event fees

* If cancelled between 14 and 28 days before the event date, we will refund 35% of event fees.

For bookings cancelled less than 14 days before the event date or for 'non-attendance’, no refund will be made. If the invoice is unpaid at the time of cancellation, you will still be liable for 100% of the event fee.

* 2.11 For online VdTMoCA training, a course start and end date will be provided to trainees by Wendy Sherwood at least one month in advance if possible. If a trainee cannot undertake the course in the agreed timeframe, his/her place should be cancelled with Wendy Sherwood in writing at the earliest opportunity.
* 2.12 For online VdTMoCA training, trainee places cannot be cancelled after the agreed training start date i.e. the 23rd of the month, but may be transferred to another trainee on the understanding that his/her place will still expire on the originally agreed date, i.e. the 21st of the given month. The exception is when the original trainee has used the course link and registered online for the course. In this instance, s/he has taken up and used a trainee place, therefore this place cannot be transferred to another trainee. Transferring places after the agreed training start date will incur an administrative cost of £30 which will be invoiced.
* 2.13 Any courses that remain unused by a trainee after the agreed end date will expire and shall be deemed used.
* **3. Non-completion of training**
* 3.1 Trainees who start but do not complete courses will be provided with a certificate for completed parts of the course/training.
* 3.2 In the online VdTMoCA training for Occupational Therapists, trainees must have completed all modules on theory, levels of creative ability and assessment in order to receive the Creative Participation Assessment form for use in practice.
  + 1. Completion of online training requires trainees to have spent an adequate amount of time studying the online content. The training platform system automatically records time spent on each module. Wendy Sherwood has the right to deem trainees as not having completed their courses if there is evidence of skipping through content at a rate which would make it impossible to process the course content and undertake integral learning exercises. A copy of the system data collected on an individual trainee can be provided to trainees and their managers on request.
* 3.4 ICAN is under no obligation to provide a further training opportunity to trainees who have not completed online courses within the agreed course dates. Further training opportunities can be purchased at the advertised full rate per person.
* **4. Reporting on trainee progress**
* 4.1 Wendy Sherwood is not obligated to provide the client with a report on how many trainees completed and did not complete courses.
* **5.** **Variation of training content by ICAN**
* ICAN reserves the right to change training content in order to update and improve course content while continuing to attend to the learning outcomes.
* **6. Data protection**
* Personal information is held and used in accordance with the Data Protection Act 1998, EU General Data Protection Regulation and GDPR. Details are never shared with external agents.

**7.** **Payment of event fees**

Event fees are advertised in British Pounds Sterling (GBP).

**To pay by electronic transfer:**

Barclays Bank Sort Code: 20-91-79

Account Number: 73504484

Account name: MRS W J SHERWOOD trading as **ICAN** (International Creative Ability Network)

You can pay by **PayPal** or by **payment/credit card** via PayPal – if you have chosen this method, please inform [wendy@ican-uk.com](mailto:wendy@ican-uk.com) who will send you an invoice for this process.

**To request an invoice**. Either provide the details of who an invoice should be sent to in order to raise a purchase order, or attach a purchase order or the essential details of a purchase order to this form.

7.1 **Payment and Late payment charges**

Our contracted terms of payment are strictly 30 days unless paying with a credit card whereby payment terms are 48 hours.

Should you fail to meet these terms ICAN will make late payment charges:

Late payment charges:

**Between 1 and 30 days late £5 per day will be charged regardless of invoice value**

**Between 31 and 90 days late £10 per day will be charged regardless of invoice value**

**For invoices over 90 days late a charge of £30 per day will be made**

Late payment charges will be raised on a separate invoice and will be sent at the end of each month after the original invoice was due. Failure to pay an invoice on time will always result in a late payment charge.

Compensation will be sought for late payment at the following amounts:

Up to £999.99 = £40 compensation charge

£1000 - £9,999.99 = £70

In the event of you using a purchase order system for allocating invoice costs you will need to arrange these to cover the cost of late payment and compensation charges. Failure to pay late payment charges for any reason will result in legal recovery action. In the event of invoices being outstanding for longer than 60 days, we shall be entitled to cancel all your outstanding bookings and all outstanding invoices will become immediately due and payable.

**8.** **Quality and value**

ICAN is committed to providing the highest quality service to its clients. Through sharing knowledge about best practice for the application of the model, ICAN aims to support health care professionals to gain positive outcomes for clients and services. Wendy Sherwood is responsible for ensuring professional excellence in all of ICAN’s services to assure that ICAN delivers high quality training to you and your workforce. Service evaluation is actively sought and acted upon to maintain ICAN’s reputation for excelling in quality and in meeting continuing professional needs.