

Terms & Conditions for Delegates

These Terms and Conditions ('Terms') apply to the provision of training courses by Tipton Training Limited. Please read these Terms carefully before enrolling on a training course. References in these Terms to 'you' and 'your' refer to you, the delegate; to 'Tipton Training', 'we', 'us' and 'our' refer to Tipton Training Limited; and to our 'website' are to our website at www.tiptontraining.co.uk.

Payment of the Registration Fee and/or Short Course Fees indicates that you accept the following Terms and upon payment of the Registration Fee and/or Short Course Fees, a business to business contract shall be formed between you and us on the following Terms in respect of the provision of the training course which incorporates these Terms and Conditions.

PLEASE ENSURE YOU ARE ABLE TO MAKE THE PAYMENTS FOR THE FULL COURSE FEES AS YOU WILL BE COMMITTING TO PAYMENT OF COURSE FEES BY PAYMENT OF THE REGISTRATION FEE.

Tipton Training Limited is authorised and regulated by the Financial Conduct Authority (FCA). Tipton Training Limited is a credit broker and is not a direct lender.

1. Training Courses

We provide the following training courses:

- training courses of between one and three days ('Short Courses'); and
- training courses which consist of a set number of modules which will be provided over a period of approximately 12 or 24 months, which will be provided on the dates advertised prior to enrollment. ('Long Courses'), the Short Courses and Long Courses together are referred to as the 'Courses' and each course day is referred to as a "Course Day".

COMPLETION OF A LONG COURSE DOES NOT GUARANTEE PROGRESSION TO THE FINAL YEAR OF A MASTERS PROGRAMME. PROGRESSION IS ON A CASE BY CASE BASIS AND IS SUBJECT TO YOU HAVING SATISFIED ALL RELEVANT CRITERIA.

In order to complete a Long Course, you must attend each Course Day for that Long Course. If you cannot attend a Course Day for any reason you will still be invoiced for that Course Day and will be sent any handouts or materials provided to delegates during that Course Day.

In order to be awarded a Level 7 Certificate, Level 7 Diploma or Award you have to submit all assessment documents within three months of course completion and meet the assessment criteria set out by the assessors. Level 7 certificate is awarded only after successfully completing/submitting all assessments. Registering for a Level 7 Course doesn't guarantee a Level 7 award.

In the unlikely event that, you are unable to submit the assessments on time or do not meet the criteria set by the assessors a Tipton Training Certificate of Completion will be issued to you.

We shall use reasonable endeavours to ensure that the Courses take place on the advertised dates and times. However, we reserve the right to change the dates, venues, topics and/or speakers of the Courses from those advertised and will inform you as soon as practicable of such changes by e-mail or by post.

Each Course Day or Course Day plus presentation material stands alone as a separate deliverable module which has Verifiable CPD value. We reserve the right to increase or decrease the number of modules which comprise the Course at any time.

Certain lectures which make up part of our Course modules may be delivered online via pre-recorded webinar sessions (e.g. lectures given ahead of practical Course Days). Access to these webinars is available to all registered delegates of the specific Course for the duration of the Course. On completion of the Course, access will be available to Tipton Training Alumni at an additional annual fee.

2. Eligibility and Evidence

Tipton Training manages Level 7 courses, these courses are for qualified Dentists. Tipton Training reserves the right to request evidence of graduation and registration with local dental council e.g. General Dental Council in UK.

In the event that you have registered for a live patient course, you are responsible for your own professional indemnity. Tipton Training reserves the right to request evidence of professional indemnity.

3. Enrolment and Registration Fee

Short Courses

Short Course fees are payable in advance of the Course in order to register for the Course and secure your place.

Course Fee payments can be made by bank transfer, cheque, credit card or debit card, online payment through the website. Cheques should be made payable to Tipton Training Limited. Credit / debit card payments will be subject to a 2.5% banking transaction charge. Online Payments are administered by our online payment partners Stripe Payments UK Ltd.

A registration fee which is equivalent to the fees for the first Course Day is payable in advance to register for Short Courses. Payment in full of the Short Course Fees (as defined in section 3 below) is required in advance of the course start date.

Long Courses

A registration fee of £500 Certificate, £750 Diploma (inclusive of VAT) ("Registration Fee") is required for you to enroll on a Long Course. The Registration Fee ensures your seat on the course is booked and depending on the course chosen registration with the awarding body. It also provides you with access to our web platform through which (subject to Section 7 below) you will be able to access study materials for the first Course module for a period of four weeks from the date of registration. To maintain access to the platform and study materials beyond the four-week period after the Registration Fee has been received your payment in full must have been received or your payment plan set up and monthly payments made in accordance with section 3.1. You will only be entitled to continue to access materials via our IT platform provided payment of your Course Fees is up to date with your agreed payment plan.

Registration Fee payments can be made by bank transfer, cheque, credit card or debit card. Cheques should be made payable to Tipton Training Limited. Credit / debit card payments will be subject to a 2.5% banking transaction charge.

Tipton Training delivers Course Days/modules which stand alone. In the event that Tipton Training is unable to complete delivery of the remaining Course Days/modules scheduled within a Long Course, those Course Days/modules so far delivered will constitute the entirety of the "Long Course". No refunds will be due for Course Days/module previously delivered.

There will be no obligation on Tipton Training to complete the remaining Course Days identified in the Course programme. Verifiable CPD hours will be issued for the Course modules/days attended.

Course Date/Day Non-Attendance

If you cannot attend a course, we require an email to courses@tiptontraining.co.uk with a minimum of 2 weeks notice before the date/day confirming your non attendance. If an email is not received in advance, we will require additional fee to be paid for the attendance on an alternative date/day of 50% of the course fee

More than 2 weeks notice no charge

2 weeks – 1 weeks notice 10%

1 week – 48 hours notice 25%

Less than 48 hours notice 50%

4. Assessments

Level 7 award as well as Enhanced CPD certificates require attendance on all contact days and submission of course assessments.

You are responsible for submission of assessments and in case of any queries or delayed should contact the Course Coordinator or Lecturer of the course day. If all assessments are NOT submitted by the last course contact day, the Level 7 award certificate will not be issued.

If you are unable to submit your assessments for the course you have registered within three months of the course completion, an additional fees of £500 + VAT is payable in relation to administration of your ongoing course registration.

5. Payment of the Course Fees

You agree to pay the Course Fees for the relevant Training Course (plus VAT where applicable) to Tipton Training Limited.

The 'Course Fees' for the Courses set out on our website or as advised in the booking confirmation are payable as follows:

- in respect of Short Courses (1-3 Days), the Course Fee is payable in advance; and
- in respect of Long Courses, there is a Course Fee payable in respect of each Course Day / Module. The total fees payable for the Long Course shall be the total Course Fees payable in respect of all of the Course Days (whether you attend such Course Days or not) ('Total Course Fees'), which are payable in accordance with the provisions set out below.

The Course Fee includes a light lunch and refreshments throughout each Course Day. If you have any specific dietary requirements we will always try our best to accommodate. However, there is no guarantee.

ADDITIONAL CHARGES WILL BE PAYABLE FOR STUDY MODELS, OCCLUSAL SPLINTS, BURS, TEETH, IMPLANT UNITS ETC

DURING A TRAINING COURSE. PRINTED MATERIALS OR HARD DIGITAL COPIES OF COURSE MATERIALS PROVIDED WILL BE PROVIDED FOC.

ON SOME COURSES, YOU WILL BE REQUIRED TO PREPARE LABORATORY WORK AT YOUR OWN EXPENSE AND USING YOUR OWN FACILITIES IN ADVANCE OF THE COURSE AS PART OF THE TEACHING REQUIREMENT OF THE COURSE.

In the unlikely event that, due to a technical error, the amount of any of the Course Fees on the website is incorrect, we will notify you as soon as we reasonably can. In these circumstances, we reserve the right to charge a different amount from that 'advertised'.

If you are eligible to receive any sponsorship or funding, you are responsible for arranging this. We can provide proof of attendance at a Training Course if required but you are still required to pay the Course Fees to Tipton Training Limited whether or not such sponsorship or funding has been received.

With our administration partner, GoCardless, we operate a Regular Payment Scheme using Direct Debits for our Courses. All regular payments must be paid

prior to you attending each Course Day. If for any reason payment is not made by Direct Debit by the due date, payment of the Course fees for that month will become due immediately and must be received in advance of attendance on the actual Course date.

In the event that money is not received in advance of the Course Day we may pursue remedies as set out in 'Long Courses - Options for Payment' below.

3.1 Long Courses- Options for Payment

There are three options for payment for the Long Courses:

Long Term Finance (with or without customer contribution)

You may be able to make use of the long-term finance options which are available through our credit broker Finance for Training who can introduce you to the lender.

If you wish to take the Finance for Training option, you can also make a customer contribution towards your fees to reduce your monthly outlay ("Customer Contribution"). Customer Contributions must be paid within three days of the date upon which you pay your registration fee and can only be made by bank transfer, cheque or cash.

Any finance arrangements which you enter into will be subject to the terms and conditions of the lender.

12-month Direct Debit

Payment in no more than twelve monthly instalments, such monthly payment amount being calculated to cover the cost of the outstanding Course Fees, divided by the number of payment months for the Course ("Monthly Payment Amount"). We will notify you of the Monthly Payment Amounts and the number of monthly payments. All amounts will be repayable within 12 months from the date of payment of the Registration Fee

The Monthly Payment Amount will be collected by Direct Debit via our Direct Debit Partner Go Cardless. We will send you a mandate for the Direct Debit payments which you will complete. We will then set up the payment plan in accordance with our confirmation letter to you.

In the event that a Direct Debit payment for the Monthly Payment Amount is not received by Tipton Training Limited on the first working day of the month and, no direct debit mandate is in place for payment of the Monthly Payment Amount to be collected within that month, the amount due in the payment plan may be paid by debit or credit card subject to an administration charge equal to 2.5% of the payment amount. Access to the Course modules that month will be denied until the amount owed is received, or, an agreed direct debit payment plan is in place.

If any monthly payment collection is declined, cancelled, required to be re-submitted, or is late, we will notify you by email to request immediate payment. If the amount owing is not repaid within five working days, we will apply a late fee of £25 to the monthly payment to cover our additional administration costs.

The Monthly Payment Amount is due on each day specified in your payment plan whether you chose to attend the Course Day(s) or not. In the event that any Monthly Payment Amount is outstanding for more than seven (7) days, we may (without prejudice to any other rights or remedies we may have) do all or any of the following:

- charge a late payment fee of £25 to cover the administration costs incurred as a result of each and every missed, declined, cancelled or late payments
- charge interest on such sum from the due date for payment at the annual rate of 4% above the base lending rate from time to time of HSBC plc, accruing on a daily basis until payment is made, whether before or after judgment.
- suspend the provision of the remaining Course Days to you until payment is received, in which case, the Course Fees will continue to be due for those Course Days you miss as a result of the suspension;
- cease to provide the remaining Course Days to you and terminate our contract with you;
- not issue a certificate for any participation in the Course;

Up-front payment

Payment in full of the Total Course Fees (by BACS or single Direct Debit payment only) prior to commencement of the Long Course. Payment in full in advance of the Course will not be accepted by Credit or Debit Cards.

Payment in full must be paid within seven days of the date upon which you pay your registration fee.

6. Cancellation Policy

Demand for our Courses is high and we provide quality Courses by limiting the number of delegates on each stream. In fairness to other delegates who want to be able to join our Courses we operate a cancellation charge policy.

Cooling-off Period

You may cancel your booking up to 7 days ("cooling-off period") after the date upon which you pay the Registration Fee provided that no Course Days of your chosen Course have been delivered during this period. If you cancel during the cooling-off period and no Course Days have been delivered, you will receive a full refund of

your Registration Fee together with any other amounts which you have paid to us in respect of fees. Refunds will be paid by bank transfer within 21 working days. If a Course Day has been delivered during the cooling-off period then your Registration Fee will not be refunded. Any refunds of fees paid after the cooling-off period will be dealt with in accordance with our cancellation policy.

Following the cooling off period, the cancellation policy below applies.

If you cancel before the Course starts fees will be chargeable as set out in the table below

Weeks Prior to Course Start Date	Cancellation Charge as % of Total Course Fees
Between end of "cooling off period" and > 12 weeks	Charge 20% of Total Course Fees
< 12 weeks > 8 Weeks	Charge 35% of Total Course Fees
< 8 weeks > 4 weeks	Charge 50% of Total Course Fees
< 4 weeks	Charge 100% of Total Course Fees

"Total Course Fees" means the total amount paid and due to be paid by you in respect of Course Fees (the Registration Fee which is non-refundable after the cooling-off period).

Cancellation of your contract with us will not have the effect of cancelling any contract which you have entered into with a lender in relation to payment of your Course fees.

7. Refund Policy

Short Courses

Refunds of Course Fees for Short Courses will not be given if you cancel or are unable to attend the Short Course.

If requested, we will use reasonable endeavours to re-place you on an alternative Short Course, subject always to availability. Unfortunately, we cannot guarantee there will be space on a particular Short Course as places on the Courses are limited. We cannot guarantee how much notice we will be able to give you that a place on a Short Course has become available – e.g. we may have a cancellation the day before which enables you attend. If we re- place you on an alternative Short Course then the Course Fee already paid by you will be applied towards the Course Fee for the alternative Short Course.

We reserve the right to charge an administration fee of £40 plus VAT in respect of the costs we will incur in re-placing you on the alternative Short Course.

Long Courses

Subject to the following provisions of this section 5, refunds of Course Fees for Long Courses will not be given if you cancel or are unable to attend the Long Course once you have enrolled on the Course.

You will remain responsible for payment of the Total Course Fees and for the repayment of any amounts which you have borrowed to pay the Total Course Fees.

If you provide a suitable replacement who is prepared to take over your obligations to us on the Long Course, we will refund any Course Fees paid by you in advance, minus an administration fee of £40 plus VAT. In the event that you are unable to provide a replacement for your attendance on the Course, the cancellation policy at section 4 will be enforced.

Once your Course has started, refunds of Course Fees will not be given if you cancel or are unable to attend one or more of the Course Days. If requested, we will use reasonable endeavours to place you on an alternative Course Day, subject always to availability. Owing to the nature of our business, we cannot guarantee:

- that there will be space on a particular Course Day as places on the Courses are limited;
- how much notice we will be able to give you that a place on a Course Day has become available – e.g. we may have a cancellation the day before which enables you attend.

If we place you on an alternative Course Day, then the Course Fees paid by you for the original Course Day will be applied towards the Course Fees for the alternative Course Day. We reserve the right to charge an administration fee of £50 + VAT in respect of the costs we will incur in re-placing you on another Course Day., together with any fees already stated in Section 5.

All other refunds are at the sole discretion of Tipton Training Limited.

8. Revision Days

Tipton Training offers delegates who have completed a course, to attend certain course mornings (only theoretical and no practical) should they choose to. Please contact the Course Coordinator to block your seat. Places are offered on revision days, subject to availability. Priority is given to delegates registered on the course.

A charge of £50 + VAT is applicable per revision course day.

9. Property damage

You are responsible for any loss of or damage which you cause to any equipment or property of either Tipton Training Ltd or belonging to the venues which we use other than that caused by fair wear and tear and you will bear the cost of repair, or

replacement of, such property.

We reserve the right to charge the whole delegate group for malicious damage caused by any member(s) of a delegate group in the event that the perpetrator(s) of the damage do not admit individual responsibility.

A deposit of £100 will be taken at the beginning of the course, if all the equipment is returned without any damage or loss the £100 will be refunded.

10. Copyright

Tipton Training Ltd and its Faculty are the owner(s) or licensee(s) of the copyright, trademarks and all other intellectual property rights in the content of the presentations, support literature and any other materials or documents provided in connection with the Courses ('Course Materials') and expressly reserve all rights in the same.

In consideration of receipt by us of the Course Fees, we grant to you a non-exclusive, non-transferable licence (i.e. not to be used by, or transferred to, another person) for you to use the Course Materials for the sole purpose of research or study or for your professional training and development.

In the event you are required to use any software on a Training Course, it is your responsibility to obtain and comply with any applicable licence for your use of such software.

Any use of the Course Materials other than for research or study or your professional training and development requires our prior written permission. Unless we state otherwise, the copying, reproduction and/or use of the content of the Course Materials or any extracts thereof is strictly prohibited. In particular, you are not permitted to share any of the Course Materials with a third party or present any of the Course Materials or part thereof as your own or use the same for any public or promotional use.

The Operative Course webinars are available for the duration of the Course once the Registration Fee has been paid and provided that payments are up to date against the agreed Payment Plan. If payments have been received in accordance with the Payment Plan, webinars will be available for a further period of three months after the last Course module date only.

11. Disclaimer

The Course Materials are provided for reference purposes only and do not necessarily stand on their own and are not intended to be, nor should they be, relied upon for choosing or providing specific treatment to a patient nor should they be used as a substitute for professional judgment with respect to particular circumstances. Advice provided by us, or any of our presenters, during a Training Course, is generic advice and does not take account of medical or other conditions that may affect a patient or the treatment they receive.

To the fullest extent permitted by law, neither we nor any of the presenters in any of the Courses will be liable to you for any loss, injury, claim, liability or damage of any kind (whether direct or indirect) resulting in any way from:

- (a) your use or misuse of the Course Materials; or
- (b) any advice or content contained in any of the Course Materials or provided during any of the Courses; or
- (c) any errors in or omissions from the Course Materials; or
- (d) any cancellation or postponement of a Course Day

We shall have no liability for any losses or damages which may be suffered or incurred by you, whether the same arise in contract, tort (including negligence) or otherwise, which fall within any of the following categories:

- (a) losses or costs associated with cancelled or rearranged travel arrangements;
- (b) loss of profits;
- (c) loss of anticipated savings;
- (d) loss of business opportunity;
- (e) loss of goodwill;
- (f) loss of data;
- (g) claims against you by patients or other third parties; or
- (h) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

Our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the Training Course shall be limited to the Course Fees actually paid by you in respect of the Training Course.

Nothing in these Terms shall limit or exclude our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation.

It is your sole responsibility to secure appropriate professional indemnity insurance which covers you for live patient Courses.

12. Termination

We may terminate the contract between you and us by written notice for any of the following reasons:

- (a) if you fail to conduct yourself in an appropriate manner when communicating with or receiving support from us. By this we mean that you act in such a way as to threaten, intimidate or otherwise harass our staff, or that your conduct is violent or threatens the physical safety of either our staff or any other person at a Training Course; or

- (b) you continue to behave in a manner which is disruptive to the learning Tipton Training Ltd course terms and conditions Sept 2024 v5

environment on the Course, having been previously asked to desist from disrupting the class

- (c) if you fail to comply with any of your obligations under these Terms and you fail to remedy (if capable of being remedied) such breach within seven (7) days of a request from us to remedy it; or
- (d) if you fail to pay the Course Fee or any other sums due in accordance with section 3.

If we terminate our contract with you, your right to attend the Training Course and to receive any of the Course Materials will immediately cease and all Course Fees not yet paid in respect of any Course Days (including the remaining Course Days) shall be immediately due and payable.

13. Events outside our control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by events outside our reasonable control ('Force Majeure Event').

A Force Majeure Event includes any act, event, non-occurrence, omission or accident beyond our reasonable control and includes, in particular (without limitation), the following:

- strikes, lock-outs or other industrial action; or
- civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war; or
- fire, explosion, storm, flood, earthquake, subsidence, epidemic or other extreme weather conditions or forecasts thereof, or other natural disaster; or
- impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport; or
- impossibility of the use of public or private telecomms. networks.; or
- death, incapacity or illness of any member of the faculty involved in delivering one or more Course Day

In the event that we are unable to provide a Course Day by reason of a Force Majeure Event, we will use reasonable endeavours to re-arrange the relevant Course Day and where we incur additional costs as a result of re-arranging the Course Day, we reserve the right to increase the cost of the relevant Course Day.

14. Assignment

You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent.

We can sub-contract, transfer or assign all or any of our rights and obligations under these Terms to another suitable organisation, but, this will not affect your rights under these Terms.

15. Notices

All notices sent by you to us must be sent to Tipton Training Limited at courses@tiptontraining.co.uk or, First Floor Offices, 21 Radnor Street, Manchester. M15 5RD. We may give notice to you at the e-mail, phone number or postal address you provide to us in the order form. Notice will be deemed received and properly served 24 hours after an e-mail or SMS is sent or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that the letter was properly addressed, stamped and placed in the post and, in the case of an e-mail or SMS, that the e-mail or SMS was sent to the specified e-mail address or mobile number of the addressee.

16. General

If any of these Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining Terms which will continue to be valid to the fullest extent permitted by law.

We have the right to revise and amend these Terms from time to time and any changes will be posted to our Website.

If we fail, at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations. If we do waive a default by you that will not mean that we will automatically waive any subsequent default by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.

A person who is not party to these Terms shall not have any rights under or in connection with them.

These Terms will be governed by the laws of England and Wales. Any dispute arising in connection with the same (including non-contractual disputes and claims) shall be subject to the non-exclusive jurisdiction of the courts of England and Wales.