



Terms & Conditions

Once our team have been notified of your bespoke request, we will aim to contact you within 3-5 working days to advise whether we are able to facilitate your request. At this point we will also aim to resolve any of your questions or concerns. We may also choose to meet with you on MS Teams to discuss the most suitable training opportunity.

When conducting our course planning, we always try to work flexibly to meet the needs of your business or community group, whilst taking into consideration our trainer capacity. With that, **we require at least six weeks minimum** from the date you have returned this form, to the start date of your chosen course(s).

After a training date has been determined, we will begin setting up your course online for delegates to register their names. This link will be made private and should only be distributed to those you intend on booking the session. **This process may vary depending on the course you have requested.**

Please note, if you are requesting an MHFA Refresher course, delegates **must** have completed the MHFA two day within the past 3 years. If longer than this time period, we recommend completing the MHFA two day again.

Delegates must be booked onto our courses at latest 14 days before the course start date to allow our team time to carry out all essential administration, including sending delegates any important information and material they may require to complete the training. If delegates have not been registered before the 14 day timeframe, we reserve the right to cancel the session and will offer the next alternative date available.

For paid courses, invoicing will take place once delegates have completed the full training. We will notify you once an invoice has been raised with our finance team for the cost of the course per delegate.

To discuss course costs or if you have any further queries please email us at Livewell.training@nhs.net