

1. To reserve a place on an event (training or assessment) you must pay for it in full a minimum of two weeks before the start date of the event. If a place is booked within 2 weeks of the start date then payment will be taken immediately. Failure to do so will mean that your place has not been reserved for you and may be offered to another customer. Payment can be made over the phone or via online banking; details for making payments are provided on all invoices.
2. If a customer is unable to attend an event after payment, and has given prior notice, the booking may only be postponed to a future date if circumstances are exceptional or enough prior notice is given.
3. If a customer cancels their place without prior notice within 2 weeks of the event then a cancellation charge of 50% of the price of the event will apply; If cancelling within 1 week then a cancellation charge of 100% of the price of the event will apply (without extenuating circumstances).
4. If a customer has a complaint: full details of our grievance, complaints and appeals procedures are available on the mwmac ltd website or upon request.
5. mwmac ltd, or its representative, will remove a trainee/candidate from an event immediately if it is deemed to have good reason, e.g. if he/she is under the influence of alcohol/drugs, behaves inappropriately/disruptively or otherwise willfully fails to comply with Health & Safety guidelines.
6. In the event of bad weather, staff illness or any other unavoidable disruption beyond our reasonable control, mwmac ltd may have to postpone an event or parts thereof at short notice. This will only happen in the most extreme circumstances and we apologise in advance for any inconvenience caused on such occasions. We will make arrangements to reorganise the course.
7. It is each attendee's responsibility at all times to ensure that he/she is aware of and complies with the Health & Safety at Work Regulations as they are currently enforced.
8. mwmac ltd operates an equality & diversity policy and whenever possible will organise events so that assessment and/or training is accessible as appropriate. Candidates can access a copy of the Centre equality & diversity policy from the mwmac ltd website or upon request, and will be reminded of this fact at the induction process on each course/assessment.
9. In order that we can provide the best service possible to all our clients, any attendee preparing to attend an event with us should ensure that he/she has read fully all correspondence, and all requests by a mwmac ltd administrator for:
  - a. Relevant information (e.g. passport-sized photographs, previous certificates etc.)
  - b. Equipment (e.g. chainsaws, safety boots, tool kits etc.),
  - c. Packed lunches, etc. are brought by trainees/candidates when requested to do so and are brought along on the first day of the event.
10. If an attendee has a problem providing any of the requested equipment or information (e.g. Personal Protective Equipment), and has not contacted mwmac ltd to discuss it, then the Instructor and/or Assessor has the discretion to refuse the instruction or assessment of that trainee.
11. In accordance with the GDPR, Personal Data is any information that identifies an attendee, this includes name, address, date of birth, ID photograph, business details, etc. mwmac Ltd will record attendee personal data for the sole purpose of pre & post administration of the event booked on to. As a Registering Centre, mwmac Ltd is the data controller for any information provided when registering an attendee with City & Guilds NPTC or Lantra Awards. Information may also be shared with funding bodies, such as Farming Connect, Focus on Forestry First Ltd or React, but only if the attendee is being provided funding by such bodies. We will never pass personal data on to third parties for marketing purposes. Attendees have the right to request a copy of the personal information we hold about them, for which we may charge a small fee, and to correct any inaccuracies in their data.
12. mwmac ltd. cannot accept responsibility for the actions of any other person resulting for their reading of course materials or their interpretation of the course content. Neither can we accept responsibility for any loss incurred as a result of a person relying on course content, consultants or course materials, etc.
13. Customers shall be deemed to accept the above Conditions on booking a training/assessment place with mwmac Ltd. None of the above Terms and Conditions of Trading shall be deemed to be waived or modified unless expressly agreed by us in writing.

These Terms & Conditions are also available at <http://www.mwmac.co.uk/companyolicies.html>