

International Veterinary Academy

Terms & Conditions - EU

Purpose:

To ensure that we are able to plan and provide courses in an effective, efficient and cost effective way we need to ask you, our delegates to agree to some basic Terms & Conditions before signing up for one of our courses. Please read the conditions below and tick the box to say that you have read and agree with them before confirming your booking.

Booking a Course:

- All delegates wishing to book an IVA course must register as a user on the IVA website. <https://internationalvetacademy.com>
- When registering as a user on the IVA website a personal email address is required, employees in a clinic cannot share access. All information fields requested need to be completed.
- All delegates must gain approval from their line manager prior to booking a course and confirm approval when registering.
- Places on any of our courses are not secure until a confirmed receipt of the booking has been received from the website email Academy@evidensia.dk.
- It is the responsibility of the delegate to inform the academy team of any dietary or special requirements when booking the course.
- If any specific adjustments are required please inform the Academy Support Team Academy@evidensia.dk at least 28 days prior to the course date. This request will be passed on to the course host to ensure the adjustments are in place.
- All course registration page will be deactivated 28 days prior to the course date. If a delegate misses the deadline and wishes to attend a course - then please contact the Academy Support Team Academy@evidensia.dk who will try to secure a place on the course but a place is not guaranteed.

Cancellation:

- Cancellations should be confirmed in writing and sent to Academy@evidensia.dk who will confirm the cancellation is complete and notify of any associated cancellation fees that will apply
- If a course is cancelled prior to 28 days of the course date no fee will apply.
- If a course is cancelled within 28 days of the course date a 100% charge will still be applied.
- If a delegate cannot participate because of unforeseen circumstances it is possible to swap a delegate as long as the person is from the same clinic/practice. The change should be requested in writing and sent to Academy@evidensia.dk who will make the changes if possible and confirm the swap when complete.
- If course attendance is cancelled by a delegate it is their responsibility to re-book onto a future course using the process above.
- In exceptional circumstances & force Majeure the IVA Academy may be forced to cancel a course. The delegates affected by this decision will be informed as soon as possible. The Academy are not liable for any costs incurred.

Payment:

- The invoice for the course fees will be emailed directly to the registered Invoice contact after the course.
- If the invoice is required to be paid prior to the course then please request this to happen in writing and send to Academy@evidensia.dk who will process the invoice to be sent to the registered invoice contact ASAP

Course Details:

- All courses will start at the time given – it is the delegate's responsibility to arrive in appropriate time. Any unexpected delays should be notified to the course host giving an estimated time of arrival.
- The Academy are not liable for any transport costs incurred by delegates. Delegates are responsible for making their own travel arrangements to and from the course venue.
- Accommodation will not be provided unless it is part of the course description. If additional accommodation is required it is the delegates responsibility to book and pay for this.
- Meals will only be provided during the course and not in the evening unless otherwise Stated.



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- Full details of the course agenda, venue and timings will be sent directly to the delegates recorded email around 2 weeks prior to the course start date.
- Delegates attending any of our practical courses will be required to complete a Health & Safety acknowledgment form prior to entering the practical room environment.

Privacy:

- Photographs may be taken during the courses and may be used for publicity purposes unless specifically requested not to do so by the delegate on the day. Feedback given during or after the courses may also be used in this way.
- Email addresses will not be shared with anyone outside the Academy Team unless we request to do so and the delegates give written consent for us to do so. We are committed to protecting and respecting your privacy so will ensure that you are happy in the way in which we communicate with you at all times.
- With the new GDPR regulation we need to ensure you are happy in the way in which we communicate with you. For our GDPR policy please Click on the link – [https://www.independentvetcare.co.uk/privacy/terms-conditions-\(1\)](https://www.independentvetcare.co.uk/privacy/terms-conditions-(1))
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Post Course:

- Delegates will receive an attendance certificates within 14 days after the course has ended.
- Delegates will be requested to complete an online course feedback form after completion of the course.
- We will whenever possible try to secure places on our courses – however if a course is full we will ask delegates if they wish to be placed onto a waiting list so we can make contact once we have a new date/location for the same course in the future.

If you have any questions or concerns regarding the IVA Terms & Conditions then please contact the Academy Support Team on Academy@evidensia.dk and we will be happy to help.