

# **Online Mental Health First Aid**

## **Terms and Conditions**

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1. All bookings are subject to availability of spaces and relevant resources.
2. All Terms and Conditions are accepted at the time of booking
3. All customers must provide Mind in BWW with a valid phone number and email address to secure booking. It is the responsibility of the candidate to check the spelling of their personal information such as name, address, phone number and email address are accurate on all forms.
4. On successful completion of the course MHFA England will provide an electronic certificate which you can download. To successfully complete the course, you must attend all sessions and complete the individual learning sessions.
5. For courses to be successfully delivered there is a requirement to have numbers set between agreed minimum (8) and maximum (16) to ensure that you receive the best learning experience. If you have booked on to a course and learner numbers are not sufficient, we will offer you a full refund or allocation to a future course.
6. If you cannot attend the course for whatever reason please notify Mind in BWW as soon as possible. See below for cancellation charges.  
Free cancellation within 24 hrs of booking.  
21 or more working days from course start date = 25% charge  
Between 11 and 21 working days from the course start date = 50% charge  
10 or less working days from the course start date = 100% charge  
No refund will be issued for non-attendance on a course.
7. Mind in BWW will aim to refund any amounts within 3 working days of the agreement that a refund is required.
8. To successfully enroll on to the course you must have paid at least 10 days in advance of the course so materials and pre-course preparation work can be provided in time for the course.
9. The materials are produced by MHFA England and Mind in BWW is not responsible for the accuracy of any materials used.
10. If you are participating in a remotely delivered course you must have access to a stable internet connection capable of supporting 2-3 hours of continuous video feed.

**Mind in Brent, Wandsworth and Westminster**

Head Office, Hopkinson House, 6 Osbert Street,  
London SW1P 2QU

[admin@bwwmind.org.uk](mailto:admin@bwwmind.org.uk)

T: 020 7259 8100

<https://www.bwwmind.org.uk/>

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