

Terms and Conditions

General

The Hammersmith Interview Course is a one day event, where Doctors at all grades and specialities come together to learn the art of being interviewed, by getting properly and thoroughly prepared in a way that they have usually never had the opportunity to do before. Our feedback indicates that the success rates from attending this course are excellent, and the course is often recommended by colleagues, friends and family, which speaks for itself. That's why so many doctors come again, and we even have colleagues on their 3rd attendance! Obviously (but we have to say it) we cannot guarantee your success at your next interview, but we sincerely believe that everyone who comes on this course goes away far better prepared than they previously were. We won't write your application form for you, as that would be cheating - not a good example of probity! Early booking is advised to ensure your place on the course you choose. When a course is closed we may be able to hold your name on a reserve list for short notice attendance in case of any cancellations, but you may not find out until a day or two beforehand. We can take no responsibility for your valuables at the course, and any items including clothing remain your responsibility at all times. You should not bring anything of value that you cannot keep with you throughout the day.

Cancellation

Please note that due to catering, security, staffing, printing, conferencing and other costs incurred by Medical Communication Skills Ltd, cancellations of bookings within 28 days of the course date booked will incur an administration/penalty charge of £50 (plus VAT), unless rebooked prior to the booked course for a subsequent date. Credit card processing charges will not usually be refunded. Rebooking can only be carried out once, and must be completed within 12 months of the original booking. If you cancel a rebooking, there is no refund. Cancellations within 15 days of the original course date cannot be refunded for administrative/penalty reasons including additional facility, catering, personnel etc. costs incurred to those already mentioned (you can rebook once for a later date however, as above). If you are rebooking after a cancellation, you may not get the course you choose if it is fully booked, and you will be offered an alternative. If a scheduled course is cancelled or rearranged by us for unforeseeable reasons and a refund is requested by you or given by us in preference to / in lieu of rebooking, Medical Communication Skills Ltd shall only be liable for the course booking fee that you have paid to us, and not liable for any additional costs such as travel, accommodation, locum costs or any other costs howsoever incurred directly or indirectly. This applies to any special offers or promotions which may be run from time to time. Prices may change at any time; we will always honour existing bookings which may have been secured on different tariffs. We understand that you are busy and that getting time off work is not always straightforward - and we will try to be flexible and fair whenever we are able to be.

Course Materials

We cannot take responsibility for items lost either in the post or electronically. Postal bookings do not have a guaranteed place on the course until you receive an email confirming your place, so please ensure that your email address is correct and working properly. Sometimes courses may be full and whilst we will try to fit you in or use reserve lists places are not guaranteed. Occasionally we may make the course materials available for purchase. Whilst we believe that you should attend the course to obtain maximum benefit, some doctors choose to purchase the material only. The cost of purchasing the materials only is the same as booking to attend the course, which you may attend up to 12 months after purchase in this case, unless you indicate that you don't wish to. We charge a premium for buying the materials alone (i.e. the same cost as the course) as we believe that the full value can only be gained from attending the course. Once the materials have been purchased, no refund can be offered to protect our copyright and intellectual property. It is your responsibility to tell us if purchased materials have not arrived within 7 days of the order, and for a small charge they can be dispatched by registered delivery. It is at our discretion as to whether materials are available for purchase.

Your email address

We will use your email address to contact you about the course, so please make sure it works and is written correctly. Please also check that emails from us have not been delivered into 'bulk' or 'spam' filters. By adding us to your address book, this normally prevents problems. By giving us your email, we may also contact you via regular updates about topics of interest. We won't send out more than one or two a month and you can unsubscribe anytime automatically. When you unsubscribe, you will normally receive one more email confirming this.

CV Guide purchase

Purchase of the CV Guide is taken as acceptance of the following conditions: (1) Respect for all copyright laws (2) All Sales are final. The CV download commences immediately during the online purchase process and you will not have a right to cancel your contract once the purchase commences. It is your responsibility to ensure that the CV has downloaded to your computer. If you need a copy, it will take up to 2 working days for this to be emailed to you.

Credit Card Fees

If you have paid by credit card you may have to pay a small card processing fee but in most cases we will not charge you for this. We reserve the right to refund your course fees only and remove you from the course. We reserve the right to pursue any fees owed to us from unpaid cheques etc. and there may be additional fees payable under such circumstances, although we will try to minimise these bank fees. Alterations to bookings or cancellations must be received in writing (email is fine). Please pay attention to your terms and conditions when using American Express cards online - even if registered in the UK the transaction may take place in US dollars which can expose you to currency variations.

Online exam and test purchases

The Situational Judgement Tests and the GPST Stage 2 online access to the exams for GPST candidates have a charge for access. If you purchase access to the online exams, then all sales are final, and the purchase commences immediately when you complete the online purchase process and you will not have a right to cancel your contract once the purchase commences. If you purchase access under a bundle discount deal, and then subsequently cancel your booking on the course, the full amount for the online exams will be deducted, rather than the discounted amount, in addition to the standard cancellation charges as given above.

Copyright

The course and all materials are copyright, and if you use them for any other purpose other than your own personal preparation then you are breaching copyright law. Making or using audio or video recording of the course is not permitted under copyright, performing and privacy legislation. Copying materials or selling/passing them on is also not allowed unless you have written permission from us. You may not use them or the format for teaching others. Acronyms and common-law trademarks, including (but not limited to) Hammersmith Interview Skills Course, Hammersmith Interview Course, Hammersmith Interview, Hammersmith Interviews, Hammersmith Interview Skills training and all similar are also protected by trademark and copyright law.

Professional integrity (probity) is expected of all doctors and that includes respecting copyright and intellectual property rights.

We reserve the right to amend these terms and conditions from time to time for any reason.