

1. Bookings made via the website can choose to pay at booking or via invoice/funding. For those paying by invoice, payment can be made via the Sage Pay link on the invoice or via online banking; details for making payments are provided on all invoices and statements.
2. To secure a place on a mwmac Ltd event (training or assessment) you must pay for it in full a minimum of two weeks before the start date. If a place is booked within 2 weeks of the start date, then payment will be expected immediately. Failure to do so will mean that the place has not been secured and may be offered to another customer.
3. 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, at the discretion of mwmac Ltd.
4. If a customer cancels their place without prior notice within 2 weeks of the event, then a cancellation charge of 100% of the price of the event will apply (without extenuating circumstances – see above point 2).
5. 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. We will plan to reorganise the event at our earliest convenience.
6. If a customer has a complaint: full details of our grievance, complaints and appeals procedures are available on the mwmac Ltd website.
7. We have a zero-tolerance policy towards violence, aggression, and substance misuse. mwmac Ltd, or its representative (i.e., staff member, instructor, or assessor), will remove an attendee from an event if it is deemed to have good reason, e.g., if they are under the influence of alcohol/drugs, behave inappropriately, disruptively, or otherwise wilfully fails to comply with Health & Safety guidelines.
8. It is always each attendee's personal responsibility to ensure that they are aware of and comply with the Health & Safety at Work Regulations as they are currently enforced.
9. mwmac Ltd operates an equality & diversity policy and whenever possible will organise events so that they are as accessible as appropriate. Attendees can access a copy of the Centre equality & diversity policy from the mwmac Ltd website or upon request.
10. For us to provide the best service possible to all, any attendee preparing to attend an event with us should ensure that they have read fully all correspondence, and all requests for:
  - a. Relevant information (e.g. passport-sized photographs, previous certificates etc.)
  - b. Equipment (e.g. chainsaws, safety boots, tool kits etc.)
  - c. PPE (personal protective equipment) and suitable clothing
  - d. Subsistence and Refreshment
11. If an attendee has a problem providing any of the requested equipment or information and has not contacted mwmac Ltd prior to the event to discuss it, then the Instructor/Assessor have the discretion to refuse that attendee.
12. mwmac Ltd. cannot accept responsibility for the actions of any other person resulting from 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. In accordance with the GDPR, Personal Data is any information that personally identifies an attendee, (this includes name, address, date of birth, ID photograph, 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.  
For funded attendees, information provided will be shared with funding bodies, such as Farming Connect, Focus on Forestry First Ltd or React, for the purposes of the funding application and/or claim.
14. 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.
15. Customers shall be deemed to accept the above Conditions on booking a place on a mwmac Ltd event. None of the above Terms and Conditions shall be deemed to be waived or modified unless expressly agreed by us in writing.

These Terms & Conditions are also available at <https://mwmac.co.uk/company-policies/>