

TERMS AND CONDITIONS

**For Training, E-Learning &
Commercial Classroom Courses**



Version 2.1 — October 2026

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The following constitute the terms and conditions to which applicants agree when booking any Medipro training or eLearning courses (Terms and Conditions). Throughout the Terms and Conditions, Medipro stands for Medipro Limited. Medipro reserves the right to review and update these periodically.

1. Registration with Medipro (creating an account)

When booking onto a training or eLearning course we require you to register to create an account and provide us with certain information about yourself. In doing this, you agree to:

- Provide true, accurate, current and complete information about yourself as prompted by the registration form.
- Maintain and promptly update the data we hold by logging into your account and updating your profile, or contact us via phone or email.

2. Booking a training or e-learning course

2.1 Training, e-learning and commercial classroom courses can be booked via the booking forms available on the Medipro website or by contacting the booking team via phone or email.

2.2 Some courses require you to complete an application form so that we can check your eligibility before a booking can be made. Where this applies, your application must be submitted to, and approved by, Medipro before you are able to book onto the course. We will confirm the outcome of your eligibility check and, if approved, how to proceed with your booking. Where a course has minimum entry requirements, it is your responsibility to ensure you meet them before booking (see clause 2.3).

2.3 All learners must ensure they meet the minimum entry requirements for their chosen course before making a course booking. All original certificates and original identification (driving licence or passport) are required on your first day of learning. Without them, you may not be able to commence your training.

2.4 When you submit a booking, your submission represents an offer to Medipro to book you onto the course you selected. On submission of the training course or eLearning course form you will receive an automated summary email of your selection.

2.5 Medipro will accept your offer by entering your booking onto the CRM system and sending you an email confirming that you have been booked, together with information on starting your learning.

3. Prices, discounts and sales taxes/VAT

3.1 Notice of new pricing will be given in advance, but Medipro reserves the right to change prices listed without notice.

3.2 Returning learners are given a discount for additional training courses (10% discount for learners returning for their refresher courses). The discount is not available in conjunction with any other offer and places are subject to availability. *Some restrictions may apply.

3.3 If four or more learners from the same organisation book onto the same training course (the same course and the same date), they qualify for a 15% discount off the combined course fees. This discount applies only to Medipro training courses, cannot be used in conjunction with any other offer, and places are subject to availability.

3.4 The training course fees include: training on the day(s), all required course materials, examination/assessment fees where applicable, and access to online portals, the portfolio system and learner management systems. Any additional fees that apply to your chosen course will be disclosed to you at the time of booking.

4. Payment

4.1 Fees are payable at the point of booking via Stripe's secure online payment process. You may either pay the full course fee at the time of booking, or pay a deposit of 20% of the course fee to secure your place, with the balance payable as set out in clause 4.2. If you have an applicable discount code this must be entered at the time of booking, as the discount cannot be applied retrospectively.

4.2 Where a 20% deposit has been paid, the remaining balance must be paid in full no later than 20 working days before the course start date. If the balance is not received by this time, Medipro reserves the right to release your place, and the deposit may be treated in accordance with the cancellation terms in clause 15.

4.3 We accept Mastercard and Visa card payments, bank transfer, and Klarna (selected at checkout via our website booking system). A receipt will be sent to you by email from Stripe confirming payment. Stripe will receive the information needed to verify and authorise your payment card and to process your order, and is under strict legal and contractual obligations not to disclose this information to third parties. Please note that if you do not provide accurate details (including type of card and number), or if your credit card company does not authorise payment, your application will be deemed void. Medipro will not accept any liability for costs incurred as a result of applications deemed void in this manner.

4.4 Sales tax (VAT) is charged at the applicable rate depending on the product and/or customer.

4.5 Learners or customers who wish to pay via an invoice and/or payment plan must make contact prior to any booking to arrange such facilities (subject to terms and conditions).

4.6 Funded courses (e.g. ELCAS, Advanced Learner Loan) Some courses can be funded through schemes such as ELCAS (Enhanced Learning Credits) or the Advanced Learner Loan. If you intend to use funding, you must speak to us before claiming or applying for any funding, so that we can confirm the course is eligible and guide you through the correct process. It is your responsibility to ensure that funding is fully approved and in place before your course start date in order to secure your place. If funding is not confirmed in time, you may be required to pay the course fee (or a deposit) yourself to hold your place, and you may incur charges in line with section 15 if your place is cancelled. Medipro accepts no liability for places lost, or charges incurred, as a result of funding not being in place.

5. Prevailing terms and conditions

Please note that this and all other Medipro pre-contractual documentation shall not constitute an offer. All services provided by Medipro are on the basis of these Terms and Conditions and, if you wish to engage any Medipro services, we shall only provide them if you accept the Terms and Conditions. If you offer to engage Medipro on your own terms and conditions, then we shall only accept your offer subject to these Terms and Conditions, which shall, if we provide the services you offer to engage, prevail over any other terms and conditions.

6. Medipro Study site

6.1 After booking onto a training or eLearning course you will be given access to the study site and any associated eLearning materials for the full duration of your course. Access to eLearning materials runs for the whole duration of your course rather than a fixed period. The duration of your course access will be confirmed in your welcome emails and communications.

6.2 Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the Terms and Conditions at any time to reflect changes affecting our business, including but not limited to changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the Terms and Conditions.

7. Ownership and intellectual property rights

The study site is owned by MediPro. The content provided on this site, together with all materials provided including design, software, code, graphics, text documents and audio, are owned by MediPro. No content in whole or in part may be copied, reproduced, uploaded, posted, displayed, or linked to in any way without the prior permission of MediPro. Any such use is strictly prohibited and will constitute an infringement of MediPro's intellectual property rights.

7.1 Video Recording Learners consent to MediPro recording OSCE assessments on their training course, which will only be shared internally and with the awarding organisation (if required) for quality assurance purposes.

8. Special requirements at the training course

MediPro will make every effort to accommodate special requirements that have been notified in advance. If you need a connected device for a medical reason (for example a glucose monitor paired to a watch or phone, or a hearing aid with a Bluetooth link), or as a reasonable adjustment, you must tell us before the course starts so that it can be agreed in writing under clause 9.3.

9. Behaviour, connected devices and recording

9.1 Behaviour Learners are expected to follow MediPro's Learner Conduct, Behaviour and Fitness to Practise Policy (LR003) and the Learner Behaviour Expectations Chart, which are explained at induction. MediPro reserves the right to remove any learner from a training course whose behaviour is deemed inappropriate by MediPro or its tutors/education team. In these circumstances, MediPro will neither refund any fees nor reimburse any other costs.

9.2 Connected devices MediPro does not permit internet-enabled devices, including mobile phones, smart watches, smart glasses, earbuds with an assistant and similar wearable or connected devices, in any MediPro classroom, skills, simulation or examination room, in virtual sessions, or in the clinical area of a MediPro-arranged placement. Learners must switch such devices off and store them away (not on their person) on arrival and for the whole of each teaching day; devices may be used only during scheduled breaks and only outside the teaching rooms. This rule protects the integrity of MediPro's assessments and the privacy of learners, staff, simulated patients and patients. A learner who does not comply may be asked to leave the session without refund. A device found on a learner's person during any assessment, whether or not it was used, is treated as malpractice under MediPro's Malpractice and Maladministration Policy (LR013) and may result in the assessment being declared void, without refund. The full rule is in MediPro's Use of AI Policy (IG009), available on request.

9.3 Exceptions A device that is a medical necessity, or an agreed reasonable adjustment under MediPro's Reasonable Adjustments and Special Considerations Policy (LR014), is permitted where it has been agreed with MediPro in writing before the course starts. A learner who must be reachable for a caring or safeguarding reason may, with the tutor's agreement, leave a phone on silent with the tutor. Equipment issued or required by the course, or by a placement provider, is not affected by clause 9.2.

9.4 Recording Learners must not photograph, record or stream any part of a course, assessment or placement, or any learner, member of staff, simulated patient or patient, without MediPro's written consent. Recording without consent is serious misconduct under LR003 and may be reported to a professional regulator where the learner is registered.

10. Tutors

Medipro shall provide such tutors to present the training course as it, in its sole discretion, deems fit, and Medipro shall be entitled at any time to substitute any tutor with any other person who, in Medipro's sole discretion, it deems suitably qualified to present the relevant course.

11. Liability

Medipro does not accept responsibility for anyone acting as a result of information in, or views expressed on, its training courses including course materials. Opinions expressed are those of individual tutors and not necessarily those of Medipro. Participants should take professional advice when dealing with specific situations.

12. Technology

Medipro does not warrant that the provision of any content online will always be available or be uninterrupted, timely or error-free, that defects will be corrected, or that such content is secure or free from bugs, viruses, errors and omissions.

13. Joining instructions for training courses

Joining instructions, including an outline of the day(s), will be available prior to the course start date and during the course. Medipro will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

14. Personal data

The personal data you provide when you book the training course will be held in accordance with GDPR and used by Medipro for the purpose of delivering your training course.

15. Cancellation

15.1 Software fee retained on all cancellations A non-refundable fee of £5 will be retained on all cancellations, regardless of when notice is given, to cover the software/administration cost of processing the booking. This £5 is retained in addition to any other charges or admin fees set out in this section.

15.2 Cancellation of a training course If you need to cancel your place on the training course, you must notify Medipro via email more than 20 working days before the course start date. You will receive a full refund less an admin fee of 10% (plus VAT) of the course fee, and less the £5 software fee in clause 15.1. If you cancel your place less than 20 working days but more than 10 working days before the course start date, you will be entitled to a 50% refund (less the £5 software fee). Any cancellation with less than 10 working days' notice will receive no refund.

15.3 Changing your booking (self-service via Arlo) You can change your booking to another available date for the same course, free of charge, up to 20 working days before the course start date, using your login on the Medipro booking system (Arlo). Simply log in to your account and select an alternative date, subject to availability.

15.4 Transferring your place within 20 working days If you need to change your booking less than 20 working days before the course start date, the following charges apply: changes made 10–20 working days prior to a course will be charged at 10% of the course fee plus a £30 admin fee; changes made 0–10 working days prior to a course will be charged at 50% of the course fee plus a £30 admin fee. The transfer option only applies to delegates transferring to a different date for the same course, and the new date must be specified at the time of the transfer. Once you have transferred your booking you will not be entitled to a refund, and you cannot transfer your place more than once.

15.5 Cancellation of an eLearning course Once you have booked onto an eLearning course you have up to 14 days from the purchase date to cancel your booking and receive a full refund (less the £5 software fee in clause 15.1), provided that the eLearning has not been accessed. After the 14 days, or if the eLearning course has been accessed, you will not be entitled to any refund, nor will you be able to transfer your eLearning to another person or onto another eLearning course.

15.6 Changes and/or cancellation by Medipro We reserve the right to alter or cancel a training course up to 7 days prior to the training course start date in extreme circumstances. If Medipro has to cancel a training course, the following will apply:

- Medipro will try to reschedule the training course and will inform you of the rescheduled dates and location (if the course is held face to face).
- If Medipro can't reschedule a face-to-face training course we will, where possible, provide an alternative (e.g. a virtual classroom training course).
- If Medipro is unable to reschedule the training course we will offer you a free transfer to the next available training course.
- If you are unable to attend the rescheduled dates, we will offer you a 100% refund of the fee.
- Any travel costs incurred are entirely the delegate's responsibility. Medipro does not accept any liability for reimbursement of travel costs.
- Refunds will be processed within 28 days of receiving your request via bank transfer to the original payer.

15.7 Non-attendance at a training course If you fail to attend the course you are booked onto without giving prior notice to Medipro, we will be unable to refund the course fees or offer a transfer.

16. Certificates

16.1 Obtaining your certificate Medipro aim to send your certificate within 21 days of completion. However, this may be delayed if the certificates come via an awarding organisation.

16.2 Certificate replacement If any learner requires a duplicate or new certificate, then an administration charge of £25 is payable per certificate (this may be subject to change without notice, depending on the awarding organisation's current charges).

16.3 Release of certificates Certificates, and any confirmation of course completion (including any interim confirmation letter), will only be claimed, issued and/or released to a learner once full payment for the course has been received, whether from the learner or their approved funding provider. Where a deposit has been paid, or where funding has not yet been confirmed, any outstanding balance must be settled in full before a certificate or confirmation of completion is released. This does not affect a learner's certification status with the relevant awarding organisation where Medipro is required to claim certification on their behalf.

Acceptance

By booking a training, eLearning or commercial classroom course with Medipro, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

Medipro Limited

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