



**N. E. S.**  
Hand Therapy Training  
[www.neshands.co.uk](http://www.neshands.co.uk)

## Statement re Covid-19 and Classroom Courses

### **Our standard cancellation policy for Classroom courses (BAHT and Masterclasses) can be found in our Terms and Conditions, as below:**

“In certain circumstances you may be able to cancel your order. In respect of an order for a classroom course you may cancel your order by giving us written notice to that effect that we receive not less than 3 weeks prior to the date that the course is scheduled to commence. Upon proper cancellation we will refund to you any fees paid by you (subject to deduction of any administration expenses).”

### **Covid-19**

- We will be following government advice regarding the running of courses, the need for social distancing and the numbers of people who can be together. The specific venues we use will have different capacity and we may have to adjust the class sizes to accommodate the rules. Currently (September 2020) we are aware we need to consider:
  - NHS Track and Trace
  - Social distancing
  - PPE
  - No-one with symptoms (or with a household member) will be able to attend
  - Venue cleaning
  - Hand sanitiser availability
- If you have booked your course directly with us, we will keep you closely updated if anything changes. This could include postponement of the course, cancellation of the course or part of the course delivered in a different way.
- If you have booked the course with an external body (i.e. an NES course hosted by an NHS Trust), they will have a local policy and they will liaise with you.

## POLICY

### Home courses (EHRS – London)

- If we are unable to run the course owing to the government guidelines at the time, we will offer reimbursement of the course fees or postponement onto new dates
- Should you cancel at any time, owing to Covid-19, we will give a full refund
- We do not refund any expenses you have incurred and therefore suggest that all travel and accommodation that you book can be fully refundable

## POLICY

### Hosted courses (anywhere else)

- Hosted courses will be managed under their local policy

## PROCESSES

- We will develop specific procedures for each course according to the government guidelines at the time. We will use the guidelines pertaining to universities and higher education including advice on:
  - NHS Track and Trace
  - Social distancing
  - PPE
  - No-one with symptoms (or with a household member) will be able to attend
  - Venue cleaning
  - Hand sanitiser availability
- Each delegate will be expected to take responsibility for travelling to the venue and local accommodation