



# Terms and conditions for Swevet's courses

**A course booking is binding on the participant's company as soon as we have accepted the booking and sent confirmation that the participant has been accepted onto the course.**

## **Invoicing and payment terms**

Invoices are issued with payment terms of 14 days two weeks prior to the course, or, if registration is completed later, after registration. When registering for a course, invoicing information (company name, corporate ID number, invoice address) must be provided. If this is missing, the registration will not be processed and the participant cannot attend the course. All prices are exclusive of VAT.

For some courses it is possible to pay by card. If this is the case, it will be stated in the course information. If you want to pay for the course as a private individual, please contact us in connection with registration.

## **Rebooking & cancellation**

Registered participants can transfer their course place to another employee at the same clinic/workplace at any time prior to the start of the course.

Registered participants for a face-to-face course can amend their registration to the online version of the same course, provided that the course is also offered online. This can be done up to four weeks prior to the start of the course. If the amendment meets all the conditions, the course fee will be adjusted to the equivalent of the online version for the course in question. If the amendment is made within four weeks of the course start date, the participant will be charged a course fee for the face-to-face course.

Specifically for on-demand courses and webinars, the terms for cancellation and refund do not apply when the participant has already received an e-mail containing login details for the course portal or a Zoom link for the webinar. See the specific information under each course and webinar.

Cancellations must be made in writing by e-mailing the training manager at [utbildning@swevet.se](mailto:utbildning@swevet.se). For cancellations, the name of the participant to whom the cancellation relates must be stated.

Costs in relation to cancellations are charged as follows:

- Cancellation is free up to four weeks prior to the start of the course, or until the closing date for registration.
- For cancellations within four weeks of the course start date, or after the closing date for registration, 50% of the course fee will be charged.\*
- Cancellations within two weeks of the course start date are charged at 100% of the course fee.\*
- If the closing date for registration is within four weeks of the course start date, and cancellation is made after the closing date for registration but more than two weeks from the course start date, 50% of the course fee will be charged.\*
- If the closing date for registration is within two weeks of the course start date, and cancellation is made after the closing date for registration, 100% of the course fee will be

charged.\*

\*Upon presentation of a medical certificate, free cancellation applies up to the day prior to the course start date. For cancellation on the day of the course, 100% of the course fee will be charged.

## **Course materials & certificates**

Course materials are included in the course price unless otherwise stated under the relevant course. For online and on-demand courses and webinars, the lecture material is distributed via the course portal or by e-mail in .pdf format (or should it say electronically?). Certificates of participation are issued upon completion of the course. If a certificate of participation for a webinar is requested, the training manager must be informed no later than 24 hours prior to the webinar in order for attendance to be registered.

## **Specific terms and conditions regarding online and on-demand courses and webinars**

Online and on-demand courses are available through our course portal. Live broadcasts, online lectures and webinars are broadcast via Zoom meetings. Participants can access these using links in the course portal or in an e-mail. Participants are responsible for their own participation using a computer with sufficient performance and virus protection. Participants are responsible for their own internet connection and having sufficient capacity for participation in online and on-demand courses, live broadcasts and webinars. Complications as a result of interruptions, disruptions or unavailability of the participant's internet connection are not Swevet's responsibility.

No refund will be offered for a purchased on-demand course when the participant has already received an e-mail containing login details for the course portal.

Access to training and lecture materials is exclusive and is only valid for one participant in online and on-demand courses, and webinars. These may not be recorded, copied or shared.

Specific terms and conditions apply by agreement for schools or larger groups where materials are purchased for use as teaching material. For more information about this, contact the training manager.

## **Specific terms and conditions regarding face-to-face courses**

Course materials, certificates, lunch, coffee and course dinner are included in the price unless otherwise stated.

The cost of accommodation and breakfast is not included in the course fee but can be booked directly with the hotel. Participants are responsible for booking and cancelling, where relevant, accommodation and breakfast in connection with the course.

Access to lecture materials is exclusive and is only valid for one participant in face-to-face courses. These may not be recorded, copied or shared. Specific terms and conditions apply by agreement for schools or larger groups where materials are purchased for use as teaching material. For more information about this, contact the training manager.

## **Late registration and other questions**

We welcome late registrations, subject to availability. Specific information is provided for each course. If you have any questions regarding late registrations or other matters relating to courses, please contact the training manager at [utbildning@swevet.se](mailto:utbildning@swevet.se) or +46 (0)70 202 18 22.