

**Terms & Conditions - YOU MUST RETURN THIS BY EMAIL (PHOTO OR PDF) TO:
info@thehearinglabstore.co.uk**

1. If your location is being used as a training venue, you must be prepared to host up to a maximum of 4 trainees including yourself (unless pre-negotiated).
2. All fees are payable 15 days from receipt of your invoice if not paid online. Your place may be given away due to late payment.
3. Cancelling a training day:
 - a. If your booking is cancelled more than 4 calendar weeks prior to the course start date, no fee applies.
 - b. If your booking is cancelled 2-4 calendar weeks prior to the course start date, 50% of the fee will be retained.
 - c. If your booking is cancelled less than 2 calendar weeks prior to the course start date, 100% of the fee will be retained.

Course bookings may be cancelled by contacting us on info@thehearinglabstore.co.uk. All cancellations must be done via email.

4. However, if training is at your location, any non-refundable travel fees incurred by The Hearing Lab Ltd will be charged to your company such as flights and hotels.
5. You may use the Ear Wax Clinic logo as part of your practice if you so wish.
6. It is up to you to maintain the levels of clinical and safety compliance taught on the course that you attended. It is not The Hearing Lab's responsibility to check your progress in your own practice. You are encouraged to attend another course at full cost if you think a refresher would be of benefit.
7. There are inherent dangers in providing micro suction treatment as with all ear wax removal techniques and it is essential that your clients are made aware of this and you keep signed consent forms for as long as is necessary as laid out by your registering body.
8. Audiologists must have personal indemnity insurance (we provide this for you during training) for micro suction/clinical ear care as well as your normal audiology practice and be registered with the HCPC. If you are a nurse or GP you must also be registered with your official bodies. As soon as you become unregistered, your micro suction certificate will be invalid until re-registered. Hearing care assistants must be working under a supervising, qualified and registered audiologist.
9. There is a possibility that you may fail the course completely or need some additional training. You may be required to attend another full day's training at one of our regular training venues at full cost. Equipment can be refunded but the training element cannot.
10. You understand that you alone are responsible for your own competence in providing micro suction treatment to your patients regardless of where you got your training and on-going support.
11. To use off-label devices it is necessary to inform the patient that you are doing so and complete a risk assessment with regard to the equipment you are using.
12. These terms are subject to change and The Hearing Lab will inform you as they happen. If you are unhappy with any changes, please let us know and we can discuss your lead commitment.

If you've requested our leads service...

13. To receive leads you must be a registered and qualified GP, nurse or audiologist. Hearing care assistants must be working under a supervising, qualified and registered audiologist.
14. The clinic addresses you supply must not be your home address unless you have a dedicated clinic room with a sink. Photographic evidence will be requested.
15. You will be invoiced at the end of the month with a statement of all calls. If you have not received a minimum of 20 leads then they will roll over to the next month
16. Invoices need to be settled in 2 weeks or leads will stop. You will receive reminders.
17. Patients will call a unique number on our website that will divert directly to the business line you have provided to us.
18. All calls (with a few exceptions - see below) are chargeable at £6.85 per divert.
19. You will not be charged for calls under 15 seconds or for any duplicate numbers within 30days
20. There will be a £50 + vat charge for changes of opening times or divert numbers. There is no charge for deleting or adding a new clinic.
21. We will only divert calls at times when you are open
22. We will not divert calls on bank holidays or between Xmas and New Year.
23. The Hearing Lab may at any time stop providing micro suction clients without reason.
24. You must provide The Hearing Lab with information about times when you will be unable to provide your micro suction service. A minimum of five working days notice is required.
25. You may add any extra costs to the micro suction treatment for home visits and out of normal hours appointments but the UK website requires your standard charges for obvious reasons.

Print Registered or Hearing Care Assistant Trainee Name: _____

Email Address: _____

Mobile Phone: _____

Supervising Audiologist Name for Hearing Care Assistants: _____

HCPC/RCCP/NMC/GMC
Number _____

I agree to the above terms and condition. Signed _____ Date _____