



MED-CO GLOBAL EXCHANGE LIMITED

TERMS AND CONDITIONS

Definitions

“We” “Us” or “Our” means Med-Co Global Exchange Limited.

"You" or "Your" means The Participant

Payment

In order to secure Your booking of Your placement with Us, You must make payment of a non-refundable deposit to Us.

The balance of Your placement fee must be paid to Us at least 60 days before the date on which Your placement is due to commence. In the event that We do not receive Your payment on time We reserve the right to cancel Your reservation without further notice.

Insurance

Undertaking one of our placements overseas carries with it a degree of risk and You must be protected by full travel insurance and professional indemnity cover.

Travel insurance should cover cancellation, curtailment, travel delay, theft and loss of personal possessions, personal accident, medical and hospital expenses, repatriation and legal expenses.

You must also hold appropriate professional indemnity cover for the duration of the Placement that will indemnify and hold harmless the hospital or other placement setting and its employees, servants and agents against all costs, loss, damage, injuries or judgements in any way caused by Your negligence or wrongdoing provided You are working under the supervision of an appropriately qualified practitioner.

We require details of Your travel and professional indemnity insurance prior to the commencement of Your placement.

Insurance costs are not included in the price of your placement

Passport, Visas and Travel Documents

You must have an international passport, valid for at least six months after the end of the programme.

We can provide help and advice on obtaining relevant visas and work permits for Your placement but the issuing of these is at the discretion of the relevant authority and is beyond our control.

You are responsible for ensuring that Your passports, visas and any other travel documents are valid for the duration of the project.

Amendments, Cancellations and Curtailment by You

Amendments or cancellations must be notified to Us in writing, either by post or email to Our Registered office. The date of amendment or cancellation will be the date on which Your notification is received by Us.

You acknowledge that a significant part of the fee paid by You will be spent or committed to budgets prior to the start date of Your placement. We will therefore be unable to offer a full refund if You choose to cancel. In the event of a cancellation by You, We will refund part of the fee after deducting a cancellation charge as follows

If You cancel

- 90 days or more before the placement start date the deposit will be forfeit
- 60 to 90 days before the placement start date 25% of Our total charge will be forfeit
- 30 to 60 days before the placement start date 75% of Our total charge will be forfeit
- Less than 30 days before the placement start date (or a no show) 100% of Our total charge will be forfeited

Our charge for an amendment to Your booking is normally £25 plus any costs incurred by Us. If the total cost is estimated to exceed £60, We will provide You with a quotation before proceeding.

The above terms apply to the original placement start date. If You postpone, We will endeavour to provide a suitable alternative. In the event that We incur a cost, Our amendment fees will apply. If a suitable alternative is not possible or acceptable to You, cancellation charges will apply as if the original start date was still operative. Exceptions are entirely at Our discretion and must be agreed in writing at the time when the postponement is made.

Amendments, Cancellations and Curtailment by Us

In very rare occasions, program details may differ from the original plan. In such a case, We will do everything possible to deliver a placement to an equivalent standard to that which was originally booked, even if the venue changes.

If We need to cancel a placement, We will inform You at least 45 days before Your placement start date and refund You fully within 30 days of informing You. We will not have any further liability to You beyond the full refund of placement fees We have received from You.

Where a cancellation is necessitated by circumstances beyond Our control, such as natural disasters, extreme political instability, security threats, terrorist activities, etc, We will not be liable to offer a refund. However, We will offer You a similar placement in a different destination or offer to change Your placement dates to another date at no additional cost to You. You agree that You will be responsible for any costs incurred such as changes to flights.

Once You have commenced the placement, You have to adhere to the prearranged placement schedule. Considerable planning is involved in arranging placements and any changes will incur additional charges.

Please note that We reserve the right to decline to accept any person onto a placement, or to require any participant to withdraw at any time, when such action is determined by the appropriate Med-Co Global Exchange Limited staff representative to be in the best interests of the health, safety, and general welfare of the placement or of the individual participant. In such a case, We accept no responsibility for any airline cancellation penalty incurred by the purchase of a non-refundable ticket or any other cost that You may incur.

Complaints

We are here to help You, and will do our utmost to do our very best to provide the highest level of service. However, a formal procedure for complaints is set out below.

We are providing You with an opportunity to gain real life work experience in a working hospital or other placement, and as such You will need to show a high level of independence and initiative, especially in dealing with problems as they arise. If You have any problem that You find difficult to deal with, or which You feel should be our responsibility to resolve, You should contact our Helpline:- + 44 1792 224224

If You are unhappy with the immediate response, or You feel the time taken to resolve the problem is too great, You should put Your complaint in writing to our Registered office either by email or post as soon as possible.

In the event of a claim for compensation, details of the claim must be received by us in writing no more than 30 days after the end date of Your placement.

The above procedure exists to enable us to identify and deal with problems and complaints as quickly and efficiently as possible. Failure to follow this procedure may compromise our ability to help You. We will not be responsible for problems or complaints not brought to our attention as above.

Your Responsibilities

You must be 18 years old or above, to participate in the placements.

We provide Your accommodation for the period of Your placement. You must respect the accommodation, and pay for any damage You may cause. You must keep Your accommodation clean and neat. Smoking is strictly prohibited. For safety and security reasons You are not allowed to invite or allow any person into Your accommodation other than another Participant contracted with us.

Any illegal act or inappropriate behaviour by an individual, that in the opinion of the placement staff is detrimental to the safety and welfare or good standing of the placement, may result in You being asked to withdraw from the placement, without the right to a refund. This includes serious rowdiness, drunkenness or lewd or offensive behaviour. Possession of illegal substances is a grave violation of Med-Co Global Exchange Limited's policy, and if discovered, will result in the immediate cancellation of Your placement. The possession of drugs is often dealt with severe punishment by host country authorities.

You agree to keep confidential all sensitive information and patient records disclosed to You during Your placement. Whilst at the hospitals and/or other institutions hosting Your placement You agree to be bound by their rules, regulations and policies.

You may not receive any payment for work done in the course of Your placement. Your placement is undertaken solely for the purposes of advancing Your personal knowledge.

It is Your responsibility to ensure that You are in good health, and are fit to travel and undertake the duties expected of You in Your placement

Limitation of Liability

Your booking is accepted on the understanding that You come on the placement at Your own risk. We accept liability for matters which arise as a result of Our negligence and/or breach of our contractual duty to exercise care in making arrangements for You, including any acts or omissions by Our employees or agents. However, It is not possible for Us to be responsible for the actions or omissions of those involved in Your programme over whom We have no direct control, such as employees of airlines, local transport and others. Our liability to you in any case is restricted to the amount paid by You to Us to participate in the placement.

We are not responsible for loss of property, personal injury, illness, accident, delay or expense sustained by You whilst participating in Your placement.

We not responsible for the cost of any extra activities (sightseeing, language class etc) booked by You during the course of Your placement.

Force Majeure

We are not responsible for loss or expense due to war, riots, strikes, terrorist activities, natural disasters, or bankruptcies (or similar) of unconnected third parties. We are not liable for any injury, damage, loss, accident, delay, or other irregularity which may be caused by defect of any vehicle or other equipment, other than Our own, or the negligence or default of any company or person engaged in carrying out or performing any of the services involved, other than Our own staff.

Data Protection and Your Details

Any personal information We collect about You will be used in accordance with the Data Protection Act 1998 and other applicable laws to process Your application and to provide pre-placement preparation and after sales service .

In certain cases We may use Your email address to send You updated information on our products and services. In such a case You will be offered the option to opt in/out to receiving future correspondence.

Selected faculty members from Your University may have access to basic information concerning the placements undertaken by students from Your University. The purpose of this is purely to assess the success of the placement. Please contact us if You would like to know more information regarding this or if You wish to conceal this information.

Severability

If any provision of these Terms and Conditions is declared invalid by any Court or Government Agency or through the operation of the legal doctrine of “frustration” in respect of any provision, all other provisions of these Terms and Conditions shall nevertheless remain in full force and effect.

Entire Agreement

These Terms and Conditions constitute the whole agreement between Us and You and supersedes all previous agreements (including but not limited to any standard terms and conditions of business previously agreed to or signed by You) between Us and You relating to its subject matter.

You acknowledge that, in entering into this agreement, You have not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently) other than as expressly set out in this agreement.

Law and Jurisdiction

The proper law of the contract between us is English Law. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute which may arise out of or in connection with the contract.