

# Frequently Asked Questions

Frequently Asked Questions & Terms and Conditions of Course Bookings



# Frequently Asked Questions

## Who can attend an OMT Training Course?

Our training courses are open to therapists who have a recognised manual therapy qualification, such as the following:

- Osteopaths/Student Osteopaths
- Physiotherapists/Students Physiotherapists
- Sports & Remedial Massage Therapists
- Sports Therapists/Student Sports Therapists
- Chiropractors/Student Chiropractors
- Doctors, Nurses, Medical Professional

It is your responsibility to check that you meet the necessary minimum requirement before purchasing a course with us. If you are unsure then please email [bookings@omttraining.co.uk](mailto:bookings@omttraining.co.uk)

## Why should I choose OMT?

OMT Training was set up by a group of passionate and enthusiastic practitioners, who were tired of attending below average and over priced CPD events.

- OMT Training is cost effective, excellent value for money and gives you high quality training.
- We work on a 'hands-on' ethos; every course we run approximately 70% practical training unless stated otherwise.
- Smaller groups ensure that you receive that 'one-on-one' training environment.
- Excellent student feedback on all our courses.
- We are here to take your skills to the next level in treatment.

## Frequently Asked Questions

### **Can I attend all OMT Training courses?**

Yes, the courses are open to all therapists with a recognised qualifications in manual therapy, although you may be required to attend a basic course first before being allowed to access an advanced teaching weekend.

For example, if you have no experience in medical acupuncture/dry needling or spinal manipulation, then you would have to attend the basic course first and gain the relevant certification and experience before being able to access the advanced medical acupuncture and spinal manipulation weekends.

### **Can I gain insurance to use these new skills?**

We have spent a lot of time to make sure that anyone who attends one of our training weekends will be able to gain full private indemnity cover to use these new skills and techniques.

We currently have a block scheme with BGi Insurance, one of the UK's leading insurance companies, where you should be able to obtain your cover at a very competitive rate.

There may be legal reasons that you may prevent you from obtaining insurance. This is between you and the insurance provider and OMT Training bears no responsibility for this

### **I am a Sports Massage Therapist / Sports Therapist and my insurance company won't cover me for medical acupuncture or manipulation?**

Due to the large number of insurance companies in the UK, we at OMT Training are unable to work with every single one of them.

We have a block scheme with BGi Insurance that can fully cover you for all of your current skills, or you may need to take out a separate policy for medical acupuncture or spinal manipulation, but you will be able to be insured.

# Terms and Conditions of Course Bookings

## Course Material

OMT Training bears the right to change any course content at any time.

## Do I need a license to practice?

When attending any course run by OMT Training, it is the responsibility of all practitioners regardless of their profession or title to ensure they check and comply with all regulations / legislation / insurance which is appropriate for their specific profession or qualifications.

It is your responsibility as the practicing professional to clarify all regulation requirements to practice any technique within your jurisdiction / borough / state / country before you start practicing any new technique.

## Do I need additional insurance if I am a Physiotherapist, Chiropractor or Osteopath?

Generally the answer is no.

However, we always suggest clarifying with your current insurance provider first and it is your responsibility to do so before purchasing or attending.

## Do I need additional insurance if I am a Physiotherapist, Chiropractor or Osteopath?

Generally the answer is no.

# Terms and Conditions of Course Bookings

## I have booked onto a course but now I can't attend

- Due to the small teaching groups, we have a strict policy on the number of students that can attend a weekend as we want the training experience to be very hands-on and to have a one-to-one environment feel.
- This means that student places and fees are non-refundable and non-transferable.
- If you are unable to attend the course you have booked and you would like to participate on another course date, then you will need to book online again as a new participant.
- Due to extreme circumstances, we may move you to another course but this is dealt with on a case-by-case basis.
- In any case, this would be an arrangement agreed between you the participant, and OMT Training.
- Such a move to another course would incur a £69 "change of course" fee. This fee is compulsory and non-negotiable and should be viewed as a gesture of goodwill.

## Course cancellations.

- On rare occasions, events can be cancelled or postponed for a variety of reasons.
- Venues are also subject to change at anytime.
- In this event we will make all reasonable attempts to notify you as quickly as possible firstly by email.
- It is the students responsibility to fill in their full name and correct email address during the booking procedure
- If the course has been cancelled, you will be entitled to a full refund for the deposit or offered an alternative date to attend the course.
- Please be aware that OMT Training bears no responsibility for any costs incurred for travel, hotels/bed and breakfasts
- We also bear no responsibility for loss of earnings that may be incurred.

# Terms and Conditions of Course Bookings

## When are the self study packs sent out to students?

- The two (2) day self study packs are sent out approximately 4 weeks prior to the training weekend.
- If you have not received this information via email it is your responsibility to contact us as soon as possible.

## I have lost my certificate. Can I have a new one?

- Yes. Of course you can.
- We suggest you take another look for your certificate as you will be surprised where they end up.
- We can re-issue certificates with an administration charge of £49. This includes postage of the replacement to an address of your choice. This applies to UK addresses only. International addresses will incur an additional £10 charge
- This payment must be made via bank transfer.
- Replacement certificates will not, unfortunately, be issued until payment has been received.

## I am renewing my insurance and have been asked about my OMT Membership?

Every student who takes part on an OMT Training event is given free membership to OMT Training and this will enable you to gain discounted insurance for the courses we provide.

## Your course lecturers

OMT Training reserves the right to change lecturer(s) for any course without prior notification.

# Terms and Conditions of Course Bookings

## Courses held with external providers

OMT Training holds no responsibility for external courses in regards to payments, receipts materials and/or special offers.

Courses taken with external providers may not include published books with the courses and OMT Training bears no responsibility to this.

## By clicking the 'Accept' button you agree to these terms and conditions

By completing and submitting your order form you are making an offer to book a purchase one of our courses which, if accepted by us, will result in a binding contract.

## Non Attendance or Failure to Show

Completion of a course booking (booking form, online booking, email or over the phone) creates a binding agreement to follow the course and pay the full fee even if you do not attend.

For the avoidance of doubt, OMT Training cannot be held liable for delegates being unable to attend due to travel disruption (road, rail or air), delegate ill health, family members ill health or any other situation resulting in non attendance.

## Limit of Liability

- OMT Training have a duty of care to its customers and staff but are only liable up to the cost of your course.
- We cannot be held responsible for damage and/or loss to your personal possessions.
- We are also not liable for failure in carrying out the contract if the failure is due to the action of the participant or the action of a third party.

# Terms and Conditions of Course Bookings

## Your Responsibilities

- You accept that our courses have a practical component to them which if applied inappropriately may involve elements of risk or discomfort.
- By agreeing to these terms and conditions you take personal responsibility for your own actions.
- OMT Training accept no responsibility for damage, death or injury caused to you or by you as a result of participation.
- You must at all times work within your own ability and scope of practice. We reserve the right to refuse your acceptance on a course if we feel it is outside your scope of practice and may put other participants at risk of injury or discomfort.
- You must be physically able to partake in the course and if you do have any injuries, discomfort or prior knowledge that is relevant to any activities being performed it is your responsibility to make those known.
- We agree that we give you the opportunity to do this via email or the health screening form which is emailed to you via the pre reading information prior to the course.
- We reserve the right to remove any person from a course if their behaviour is deemed by the tutor/instructor to be detrimental to the group, unsafe or adversely affecting the course.
- We will not be liable for any refund in these circumstances.

## Medical

- It is your responsibility to ensure that you are sufficiently fit and adequately equipped to partake on your chosen course.
- You must tell us of any medical conditions or dietary requirements at the time of booking. If for any reason you are not in a suitable condition to attend or complete a course or are under the influence of drink or drugs the facilitator may ask you to leave the course.
- We will not be liable for any extra expense incurred by this and you will not be able to claim a refund.



# Terms and Conditions of Course Bookings

## Complaints

- Should you have a problem or complaint on your course you must bring it to the attention of our staff as soon as possible and we will try to rectify the problem.
- If you feel that the problem was not resolved and resulted in a much reduced enjoyment of the course you must inform us in writing within 28 days and we will respond within 28 days to resolve the matter to the satisfaction of both parties.

## Privacy

- We will not pass on your personal details to any third party.

These terms are correct at the time of writing but are subject to alteration at any time.