

ONLINE TERMS AND CONDITIONS

These terms and conditions form the basis on which you can visit and use our website. Please read them carefully as they contain important information.

General terms and conditions

This site is owned and operated by IMPLANTIEM UK LTD trading as Dentale of Siren House, March Way, Shrewsbury, SY1 3JE.

If you have any queries about these terms and conditions or if you have any comments or complaints about our website, you can contact us at coursebookings@dentale.co.uk or 03300 585 828.

1. The contract between us

Dentale must receive full payment prior to the course commencement date. If a payment plan is being arranged, then full payment must be made by the agreed date and the signing of this contract will agree these terms. Payment for the full balance or deposit taken is an offer on your part to proceed with the booking and attendance of the agreed course. At this point a legally binding contract is created between us.

2. Acknowledgement of your booking

To enable us to process your booking, you will need to provide us with your e-mail address. We will notify you by e-mail as soon as possible to confirm your booking and course details.

3. Ownership of rights

All rights, including copyright, in this website are owned by or licensed to Dentale. Any use of this website or its contents, including copying or storing in whole or part, other than for your own personal, non-commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

4. Accuracy of content

We have taken care in the preparation of the content of this website, in-particular, to ensure that prices quoted are correct at the time of publishing and that all training courses have been described accurately.

5. Damage to your computer

We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

6. Availability

All courses are subject to acceptance and availability. If the course you have booked has reached maximum capacity, we will contact you by e-mail or phone. You will have the option to either, change to an available course date or cancel the booking.

7. Ordering errors

You are able to correct or amend your booking up to the point where the payment has been made. After payment has been made, if you need to amend your booking you can contact Dentale at coursebookings@dentale.co.uk or 03300 585 828.

8. Price

The price payable for the training courses that you book are as stated on our website. All prices are excluding VAT.

Where it is not possible to accept your order of the specification and description at the price indicated, we will advise you by e-mail, and offer to sell you the goods of the specification and description at the price stated in the e-mail and will state the period for which the offer or the price remains valid.

9. Payment terms

Payment will be made via our website with the use of credit or debit card. If it is not possible to obtain full payment for the course from you, then we can cancel your place on the course or where applicable cancel remaining course dates. This does not affect any other rights we may have.

10. Delivery

[10.1] Our delivery charges vary according to the type of goods ordered.

[10.2] You will be required to pay extra for delivery if you pay for a course and kit package, and it might not be possible for us to deliver to some locations.

[10.3] Please note that we are only able to deliver to addresses within the United Kingdom.

[10.4] We will deliver the goods to the address you specify for delivery in your order. It is important that this address is accurate. All orders will require a signature on delivery, so please ensure you have provided us with an appropriate address. We cannot accept any liability for any loss or damage to the goods once they have been delivered in accordance with your delivery instructions (unless this is caused by our negligence). We will aim to deliver the goods by the delivery date quoted. Delivery times are not guaranteed and therefore time is not of the essence. In any event, we will aim to deliver your goods within 30 days from the day after we received your order or full payment. If delivery is delayed beyond this time, we will contact you and either agree a mutually acceptable alternative date or offer you a full refund.

[10.5] You will become the owner of the goods when they have been delivered to you. Once goods have been delivered to you, they will be held at your own risk and we will not be liable for their loss or destruction.

11. Risk and ownership

Risk of damage to or loss of the goods passes to you at the time the item has been delivered to you. If you choose to use your own courier, then the risk passes to you as soon as the goods are handed to your courier. You will therefore own the goods once they have been handed to your courier service.

12. Cancellation rights

[12.1] Under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134 you have the legal right to cancel your booking up to 14 calendar days after we have received payment, your booking is not confirmed until payment has been made. You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty.

[12.2] Should you wish to cancel your booking, you can notify us in writing by any durable medium (for example letter sent by post or e-mail).

[12.3] Once you have notified us that you are cancelling your contract, we will refund any sum debited by us from your credit or debit card within 14 calendar days.

13. Cancellation by us

[13.1] It may be necessary for reasons beyond our control to alter the timings, dates, programme or choice of speaker and/or venue and Dentale reserves the right to cancel the event. Dentale is not responsible for any loss or damage as a result of alteration, cancellation or postponement of an event.

[13.2] Should Dentale alter timings, dates, programme, speaker or venue you will be notified either by phone or by e-mail, You will have the opportunity to change your booking to a different date if you are dissatisfied with the changes that have been made. It will be down to Dentale's discretion whether a refund is issued.

14. Liability

[14.1] We are only responsible for losses that are a natural, foreseeable consequence of our breach of these terms and conditions. We do not accept liability if we are prevented or delayed from complying with our obligations set out in these terms and conditions by anything you (or anyone acting with your express or implied authority) does or fails to do, or is due to events which are beyond our reasonable control.

[14.2] Furthermore, we do not accept liability for any losses related to any business of yours including but not limited to, lost profits or lost revenue if a course should be rescheduled.

[14.3] Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence. You have certain rights as a consumer including legal rights (e.g. under the Consumer Rights Act 2015) relating to faulty and/or misdescribed goods.

15. Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent to our contact address at Implantiem UK, Siren House, March Way, Shrewsbury, SY1 3JE or can be sent via e-mail to coursebookings@dentale.co.uk.

16. Changes to legal notices

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.

17. Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

18. Privacy

You acknowledge and agree to be bound by the terms of our privacy policy.

19. Third party rights

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.

PRIVACY STATEMENT

Dentale are committed to respecting and protecting the privacy of anyone using our site and the confidentiality of any information that you provide us with. The purpose of this statement is to set out how we use any personal information that we may obtain from you.

General Data Protection Regulations (GDPR)

We are registered under the General Data Protection Regulations and comply with the regulations in all our dealings with your personal data.

Use and collection of personal information

In general, you can visit our website without telling us who you are and without revealing any information about yourself. If, however, you use our site you will need to register, and you will be asked to provide certain information such as your contact details. We will store this data and hold it on computer or otherwise.

We may use information that you provide:

- to register you with our website and to administer it
- for assessment and analysis, e.g. marketing, customer and product analysis, to enable us to review, develop and improve our services.

If you do not want us to use data in this way, please tick the relevant box situated on the form on which we collect your data.

Cookies

We collect information directly from you in multiple ways. One way is through our use of “cookies”. Most websites use cookies in order to make them work, or to work more efficiently, as well as to provide information to the owners of the website. They help us to understand how our customers and potential customers use our website so we can develop and improve the design, layout, content and function of the site. Cookies are small text files that are placed on your computer’s hard drive by websites that you visit. They save and retrieve pieces of information about your visit to the website - for example, how you entered the site, how you navigated through the site and what information and documentation was of interest to you. This means that when you go back to a website, it can give you tailored options based on the information it has stored about you on your last visit.

Some of our cookies are used to simply collect information about how visitors use our website and these types of cookies collect the information in an anonymous form.

Where there is a login process relating to buying products or services from us, we also use cookies to store personal registration information so that you do not have to provide it to us again on subsequent visits.

The rules about cookies on websites have recently changed. If you are uncomfortable with the use of cookies, you can disable cookies on your computer by changing the settings in the preferences or options menu in your browser. You can set your browser to reject or block cookies or to tell you when a website tries to put a cookie on your computer. You can also delete any cookies that are already stored on your computer's hard drive. However, please be aware that if you do delete and block all cookies from our website, parts of the site will not then work. This is because some of the cookies we use are essential for parts of our website to operate. Likewise, you may not be able to use some products and services on other websites without cookies.

To find out more about cookies, including seeing what cookies have been set and how to manage and delete them, visit <http://www.allaboutcookies.org>.

If you do not wish to accept cookies from our website, please leave this site immediately and then delete and block all cookies from this site. Alternatively, you may opt out of receiving information from us by e-mail, telephone, fax or post. Our phone number is 03300 585 828 or you can e-mail us on coursebookings@dentale.co.uk.

Security

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data that you disclose online, and we will not be responsible for any breach of security unless this is due to our negligence or wilful default.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will aim to inform you before collecting your data if we intend to use your data for such purposes or we intend to disclose your information to any third party for such purpose. You can exercise your right to prevent this happening by checking certain boxes on the forms we use to collect your data.

General

You have the right to see personal data (as defined under the General Data Protection Regulations) that we keep about you upon receipt of a written request and payment of a fee of £10. Any request should be sent to:
Implantiem UK, Siren House, March Way, Shrewsbury SY1 3JE.

BY SIGNING BELOW, THE CUSTOMER ACKNOWLEDGES HAVING READ AND UNDERSTOOD THIS CONTRACT AND THAT THE CUSTOMER IS SATISFIED WITH THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT. THE CUSTOMER SHOULD NOT SIGN THIS CONTRACT IF NOT IN COMPLETE AGREEMENT. YOU ARE ENTITLED TO A COPY OF THIS CONTRACT AT THE TIME YOU SIGN IT.