

**TERMS AND CONDITIONS****BOOKING CONFIRMATION**

A confirmation letter will be sent upon receipt of the Pilgrims Hospice Course or Study Day Booking/Request Form and full payment.

A Certificate of Attendance will be issued based on the full attendance or course or study day. Names will be taken from the Attendance Register and the certificates will either be distributed at the end or sent directly to you after the course or study day.

**PAYMENT**

FULL payment is required 6 weeks prior to the course starting. Cheques should be made payable to **Pilgrims Hospices in East Kent**. If an invoice has been requested, this will be sent direct from our accounts department and if a purchase order no is required by your organisation, this must be quoted on the booking form.

Delegates whose full payment has not arrived at Pilgrims Hospice within 7 days of the course starting will lose their place on the course or study day.

**CANCELLATIONS**

If you need to cancel your course or study day the following cancellation charges apply:

Days prior	% returned
28 days +	100%
27 . 14 days	50%
13 . 0 days	0%

It maybe possible, at the time of cancellation, for delegates to transfer to a similar course taking place at a later date or to change the name of attendee, subject to availability and notice given. In the first instance please call the Education and Training Department on 01227 812616.

Due to unforeseen circumstances we may have to cancel a course or study day at short notice. Delegates who are already booked will automatically be offered an alternative, either a similar course, the next course of this topic (although it maybe in a different location) or given a full refund.

**DATA PROTECTION**

Details given to Pilgrims Hospices Education and Training Department will be treated as confidential information in accordance with the Data Protection Act 1998. We maintain databases for course management and marketing purposes. Contact details for attendees are held and may be used as a

basis for a mailing list to promote future courses.

**ACCOMMODATION**

Courses or study days held at Pilgrims Hospices will be at Ashford, Canterbury or Margate. Each site has a dedicated training room with full disabled access. Please inform the Education and Training Department at the time of booking to ensure your needs can be met.

Should you not live in the vicinity of the course or study day venue you will be responsible for making your own arrangements for accommodation. You will find a broad list of hotels and guest houses on the following website - <http://www.visitkent.co.uk/>

**PARKING**

Parking at each site is free but of a limited availability. Alternative parking, car sharing or using alternative methods of transport would be preferential.

**CATERING**

Full-day courses will include refreshments and a buffet lunch. We will endeavour to cater for all special dietary needs, but these require seven days advanced notice. Half Day courses include refreshments.

**GENERAL**

The Course or Study Day Booking/Request Form can be photocopied for additional delegates and/or different courses or study days.

The Library has many books and journals relating to Palliative Care and the multi-disciplinary approach available to course participants for reference.

All visitors attending training on Pilgrims Hospice premises are subject to our Health and Safety rules and are required to sign in/out of the visitors book.

We can not accept any responsibility for loss or damage to personal property.

All information is correct at time of release, but may be subject to change.

Delegates from the Eastern and Kent Coastal Primary Care Trust who want the course or study day funded by the PCT must submit a confirmation letter from Learning and Development to confirm their application.