

## TERMS AND CONDITIONS

Please read these Terms and Conditions carefully and ensure that you understand them before confirming your place on a course.

### BOOKING CONFIRMATION

Confirmation of your place and a confirmation email will be sent upon receipt of course payment in full.

### PAYMENT

All payments and purchase orders must be received within 14 working days of the booking date or prior to the course start date whichever is the earliest. Delegate's who's payment/ purchase order has not arrived within 14 working days will lose their place on the course.

### CANCELLATIONS

Delegates have 14 days from the date of booking to cancel and receive a full refund or transfer to another date free of charge. However, if the training course takes place during the cooling-off period this does not apply.

Pilgrims Hospice is a registered charity and cancellations will have a significant impact on our work.

Courses are priced based on attendance and may need to meet minimum delegate numbers to be viable and to ensure that our facilitators are available to deliver courses to our high standard.

**If you need to cancel your course the following fees and charges apply:**

<b>Days prior</b>	<b>% returned</b>
28 days +	100%
27 – 14 days	50%
13 – 0 days	0%

If you are unable to attend the course you are booked on, you may substitute, by prior arrangement someone else from your organisation, please submit your request to [education@pilgrimshospices.org](mailto:education@pilgrimshospices.org).

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

### PARKING

Parking is free but of limited availability. If you are attending a course with colleagues and it is possible, car sharing would be preferable and appreciated.

### DATA PROTECTION

Details given to Pilgrims Hospices will be treated as confidential information in accordance with the Data Protection Act 1998.

We're extremely grateful for your support and look forward to meeting your future training requirements.