

Terms and Conditions – COURSE BOOKINGS

1. Booking

- 1.1. All bookings must be made through our online booking system via the Cornwall Hospice Care website www.cornwallhospicecare.co.uk

2. Payment

- 2.1. Full payment of course fees will be made at the time of booking, via our online booking system.
- 2.2. Upon receipt of payment and satisfactory completion of a course, a certificate will be provided to the delegate/organisation shown on the original booking.

3. Confirmation of Course Booking

- 3.1. Bookings are confirmed when a completed booking has been made via our online booking system.
- 3.2. You will be sent joining instructions detailing your participation in the event as part of your course booking confirmation.

4. Cancellations by Cornwall Hospice Care

- 4.1. Cornwall Hospice Care reserves the right to cancel a course, once a place has been confirmed, if there are insufficient bookings to run the course.
- 4.2. If Cornwall Hospice Care cancels a course booking a full refund will be provided to the delegate/organisation.
- 4.3. Compensation from Cornwall Hospice Care to a delegate/organisation is limited to 100% of the original course fee.

5. Cancellations by delegate/organisation

- 5.1. All cancellations must be made by email to education@cornwallhospice.co.uk
- 5.2. Cornwall Hospice Care reserve the right to charge a cancellation fee, up to 100% of the original course fee, for cancellations made less than five working days prior to the course commencement date.
- 5.3. In the event of the planned delegate not attending the course, and/or no cancellation is made in advance of the course commencement date, fees will not be refunded.

6. Transfers

- 6.1. The transfer option only applies to delegates who are transferring to a different date for the same course.
- 6.2. Cornwall Hospice Care will offer an alternative date/venue for the next available course.
- 6.3. The option to transfer can only be used once, after which non-attendance will be treated as a cancellation.

7. Delegate Substitution

- 7.1. If you want to make a substitution, please call us on 01726 65711 and speak to the Education department.
- 7.2. Substitutions can be made prior to the course commencing without incurring a penalty.
- 7.3. It is the responsibility of the substituting organisation to inform the individual of their place on the programme and, where training materials have already been issued, to pass these on.

8. Your Data

- 8.1. Cornwall Hospice Care Ltd complies with current GDPR and processes information legally and securely at all times. Our Privacy Policy and Fair Processing Notice are available on our website www.cornwallhospicecare.co.uk/about-us/policy-and-advocacy/

9. Terms and Conditions

- 9.1. These Terms and Conditions are non-negotiable.