

## **Terms and Conditions – COURSE BOOKINGS**

### **1. Booking**

- 1.1. All bookings must be made through our online booking system via the Cornwall Hospice website [www.cornwallhospice.org](http://www.cornwallhospice.org)

### **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**

- 4.1. Cornwall Hospice 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 cancels a course booking a full refund will be provided to the delegate/organisation.
- 4.3. Compensation from Cornwall Hospice 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.org](mailto:education@cornwallhospice.org)
- 5.2. Cornwall Hospice reserve the right to charge a cancellation fee, up to 100% of the original course fee, for cancellations made less than three 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 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 <https://cornwallhospice.org/about-us/policy-and-advocacy/>

### **9. Terms and Conditions**

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