

St Luke's Hospice Plymouth

Terms and Conditions:

If there are insufficient bookings for a course St Luke's reserves the right to cancel. Where possible this decision will be taken no later than 1 week before the course date and all potential participants will be informed as soon as possible and any fees fully refunded.

Cancellations: Should you wish to cancel your booking (we cannot accept cancellations via telephone except as a courtesy call) please do so by email to education@stlukes-hospice.org.uk within 3 working days prior to the course date. A change of delegate's name will be accepted at any time with no cost incurred.

Refunds: Where a delegate does not attend a course without cancelling in advance, the charges are always non-refundable.

Courses with charge to delegates: Fees need to be paid in advance of the course date to ensure admittance. Cancellation fees will be charged at 50% of the course fee if the applicant cancels less than 10 working days prior to the course date and up to 3 days before the course date. A cancellation fee of 100% of the course fee will apply if the applicant cancels within 3 working days prior to the course date or does not attend.

Courses without charge to delegates: A charge of £40 will be made to delegates who fail to attend or fail to give the minimum 3 working days notice of attendance.