

Terms and conditions

Payment is required 14 days from invoice or before the training start date, whichever is earliest. If payment is not received within 14 days or before the training start date your place on the course could be at risk and still be liable for full payment of the course.

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 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 non-refundable.

Courses with charge to delegates: 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.