

St Luke's Hospice Plymouth

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.

Changes to bookings made by St Luke's Hospice

St Luke's Hospice Plymouth reserve the right to change or cancel the course date\time at any point. If this affects your availability, you will be offered the option to transfer on to another course. If St Luke's Hospice Plymouth cancels a course, you will be offered the option to transfer to an alternative course or receive a full refund.

Cancellations and Refunds

Cancellations within 7 days of the course start will not be refunded.

We can accept named substitutes up until the day before the training.

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

Should you wish to cancel your booking please do so by email to:

education@stlukes-hospice.org.uk

Transfers

If you are unable to make the course date, you can request to transfer on to an alternative course or date by emailing education@stlukes-hospice.org.uk This must be done 7 days before the course start date.

Free Courses

The same Terms and Conditions apply to the free courses we offer at St Luke's Hospice Plymouth.

A charge of £40 will be made to delegates who fail to attend or give the required cancellation notice outlined above.