

Education and Training Programme Terms and Conditions

Registration

- All registrations should be made online via Eventbrite and if applicable payment made at time of booking.
- All bookings will be confirmed by email with details of the venue and car parking arrangements.
- Fully funded places are available for partner organisations subject to availability of places on each course.
- If you have booked a fully funded place ID will be requested when you attend the course.
- If you have registered for a fully funded place and cannot attend, please let us know as soon as possible so we can offer your place to the waiting list.
- In accordance with GDPR and Data Protection Act 1998, we are required to inform you that your details will be retained and held on file for administration purposes. If you have consented to receive education marketing you will be notified of future courses, you are welcome to opt out by sending an email to education@arhc.org.uk or contacting the Education Team 01223 675801. We will not pass this information on to any other organisations unless we have your prior written consent.

Cancellations

- We regret we are unable to offer any refunds. If you have registered for a paid course and have to cancel your registration:
 - You will be eligible to transfer free of charge to any other equivalent price or cheaper course subject to availability (up to 5 days prior to the training) at the discretion of the charity.
 - If you can cancel your training within 4 days of the training, we regret we are unable to offer any transfers.
- If you have a fully funded place and have failed to notify the Education Team that you cannot attend, we reserve the right to charge a fee of £20.00, however extenuating circumstances will be taken into consideration when applying the cancellation fee.
- For partner organisations who have a fully funded place, we are required to notify your organisation if you fail to attend.

Cancellation or Postponement by Arthur Rank Hospice

- If there is insufficient enrolment for a course or if a Tutor is indisposed at the last minute, Arthur Rank Hospice Charity reserves the right to postpone or cancel the course. All learners will be notified as soon as possible using the contract details provided. You will be offered a refund or a place on the next/alternative course.

Venue

- All hospice premises are strictly no smoking and any visitors wishing to smoke are asked to do so in the designated areas or not on site.
- There is no visitor car parking onsite for visitors to the Education & Conference Centre. All visitors are asked to park at the Park and Ride and walk to the Centre via the footpath.
- The cost of the training does include refreshments but does not include lunch or catering which is available to purchase in the Bistro.
- We are a charity and if you are interested in supporting us please speak to a member of the Team.