



Course Booking Terms and Conditions

Please ensure that you read the following T&Cs before completing your booking:

- Completing the online form and making a payment constitutes a booking and allocation of a place for the study day, course or session.
- If you are unable to attend, a substitute may attend in your place with notification of the change of attendee in advance to Thames Hospice's Education Team.
- For a cancellation more than 14 days before the course/event date, a refund is available minus an administration fee. This fee will be 10% of the total course cost or £20, whichever is greater.
- Refunds cannot be offered for cancellation within 14 days of the course start date, or for non-attendance.
- Confirmation of registration will be sent by email to the address provided as acknowledgement of booking. The booking will not be considered as confirmed until return receipt of confirmation email is received.
- All prices include VAT unless otherwise stated.
- Thames Hospice reserves the right to change venue and/or speakers at any time and without prior notice. We accept no liability if a course does not take place for reasons beyond our control. We reserve the right to cancel an event, in which case all monies will be refunded. All bookings are liable to these conditions.
- Any personal details provided will be managed in line with current UK data protection legislation.

If you have any queries regarding these T&Cs or regarding our education and training study days, courses or sessions, please email education@thameshospice.org.uk