

Terms & Conditions

Please ensure that you have read our Terms & Conditions before booking.

Rowcroft passionately believes that good education leads to good care. We provide as many courses and learning opportunities as possible free to those within Torbay & South Devon locality. Rowcroft also needs to ensure charity funds are spent wisely and so we have written these terms and conditions to reflect this.

Cancellations and Charges for Non Attendance: If you find you are unable to attend and wish to cancel your booking, please do so **by email** to education@rowcrofthospice.org.uk within 3 working days prior to the training date. Please note that we cannot accept cancellations via telephone except as a courtesy call. A change of delegate's name will be accepted at any time with no cost incurred.

If you do cancel with less than 3 working days' notice or you do not attend the training for **whatever reason**, a charge of **£35** will be made for each delegate who did not attend, regardless of the circumstances.

Please note: Delegate's line manager will be responsible for any non-attendance/late cancellation fee(s) incurred unless we receive pre-course notification to the contrary.

Where charges for events apply: Course fees will need to be paid in advance of the training.

Refunds for charged courses: Cancellation fees will be charged at 50% within 14 days of the date of the training and 100% within 3 days or non-attendance at the training.

Applications from outside Torbay & Southern Devon locality: We welcome applications from those working outside of the Torbay and Southern Devon locality; however there will be a charge (usually £35). Please check course details for specific information and charges.

Arrival Time: Please ensure you arrive in good time to be seated and ready for a prompt start to the training. Registration is **15 minutes** prior to the course start time. You will **not** be permitted to enter the room once training commences as this disturbs the learning and you will be charged as a non-attender.

What happens if Rowcroft cancels an event? If there are insufficient bookings for a course, Rowcroft reserves the right to cancel. Where possible, this decision will be taken no later than one week before the course date and all participants will be informed. Any fees paid will be fully refunded.

Data Protection: We retain your details for education and training purposes, this includes information for financial transactions, where appropriate. Your information will not be shared with other third parties, unless your explicit consent is received. Where we have a third party trainer delivering an event, we may share your details with them.