

## 1 Policy Statement

1.1 The fees policy is set out to avoid confusion and ensure consistency of application of fees, applicable discounts and other arrangements so all stakeholders can have confidence in the service they receive.

1.2 Fees for courses are set to be competitive, good value and to cover the hospice costs. Most courses are run at zero surplus, and costs are designed to be minimal in order to make training events as accessible as possible.

1.3 Once fees are advertised they are unlikely to change, though any changes will be communicated clearly to delegates already booked, if the changes affect them.

## 2 Education & Training Fees for Delegates & Organising Employers

2.1 The Education Department employees will need to refer to the Education & Training Agreement policy for details on education and training fees.

2.2 The Education Department volunteers should consult their appropriate supervisors for details on receiving funding for education & training.

2.3 For all **external individuals** who are self-funding, the terms of payment are **immediate** and places will not be reserved for more than 24 hours. Cancellation terms are as follows:

Cancelled 15 days or more:	100% refund/credit
Cancelled 0-14 days before course:	0% refund

2.4 For all **external organisations** who are booking one/multiple places/bespoke booking, the terms of payment are standard terms set out by the finance department (usually 30 days). Cancellation terms are as follows:

Cancelled 29 days or more ahead of start date	100% refund/credit
Cancelled 15-28 days ahead of start date	50% refund/credit
Cancelled 0-14 days ahead of start date	0% refund

## 3 Cancellation by St Peter's Hospice

3.1 On rare occasions, the Education Department may need to cancel an event. In this event, a full refund will be provided\*.

3.2 Activities are subject to viability formulae, as determined by the Education Department. If a training activity is unviable due to too few planned delegates, the Education Department reserves the right to postpone/reschedule/cancel the activity up to two weeks prior to the event.

3.3 Where there is a change of date, delegates/employers shall be entitled to a full refund/credit note.

## 4 Use of Data

4.1 You are strongly advised to review the SPH data & privacy notices as well as reading the St Peter's Hospice Education Department privacy notice.

BOOKING TERMS & CONDITIONS  
St Peter's Hospice Education Department

\*Only the course fees are refunded. No other costs shall be refunded.

Approved by Learning & Development Manager, May 2019  
Review due annually.  
Review due by 31 May 2020.