



## Cancellation policy ECHO Immersion Training Programme

Hospice UK makes every effort to ensure that education and training events we organise take place as planned. Sometimes unforeseen circumstances may affect the ability to run an event, in which case the following cancellation policy applies to each organisation making a booking.

### Cancellation of an Immersion Training Programme by Hospice UK

If we cancel an Immersion Training Programme, then an organisation is entitled to:

- A full refund of the fee paid.  
**OR**
- The option to have the organisation's booking transferred to the next scheduled and suitable Immersion Training Programme.

Hospice UK is unable to reimburse the cost of pre-booked travel, accommodation or any other costs incurred by the organisation in connection with the cancelled training programme.

### Cancellation of Attendance at an Immersion Training Programme by an organisation

If an organisation is unable to attend the Immersion Training Programme it should:

1. Telephone the Training Coordinator between the hours of 8.30am and 4.30pm Monday to Friday on 0207 520 8200 and ask for Hazel Webb (for London based training) or Tracey McTernaghan (for Belfast based training).
2. Email confirmation of the cancellation to [echo@hospiceuk.org](mailto:echo@hospiceuk.org).

If you have booked a place you may substitute another person to the training programme at no charge; however the person joining must be of an appropriate position to take part. Please email [echo@hospiceuk.org](mailto:echo@hospiceuk.org) Note such substitutions may only be made no later than seven working days before the start date of the programme.

Refund policy for cancellation by an organisation:

- For cancellations more than 15 working days prior to the Immersion Training Programme, 75% of the course fee will be refunded.
- For cancellations less than 15 working days prior to the Immersion Training Programme no refunds will be made and the whole cost of the training remains due from the cancelling organisation.