**Terms and Conditions for External Course Sales – St Ann’s Hospice**

**1. Introduction** These Terms and Conditions outline the agreement between St Ann’s Hospice (“we”, “our”, “us”) and individuals or organisations (“you”, “your”) purchasing St Ann’s Hospice training courses. By booking a course, you agree to these terms.

**2. Course Booking and Payment**

* Upon booking a course, we can either issue you an invoice, or provide you with a link to pay by card. If you require an invoice the Education team will advise what information they need.
* Payment can also be made via BACs transfer, quoting the invoice number for reference.
* Your place on training is only secured on receipt of payment.

**3. Cancellation and Refund Policy**

* Cancellations made more than 30 days before the course start date are eligible for a full refund.
* If a delegate cannot attend training either on the day, or within 30 days of the course start date and a refund is therefore not possible, due to unforeseen circumstances, another delegate from your organisation may be sent in their place as long as their job role is similar enough that the training is still appropriately pitched. Please notify us as soon as you’re aware of this.
* Cancellations made within 30 days of the course start date are not eligible for a refund.
* Where training is operated over more than 1 day, the above terms apply to day 1 of training.
* Where training is operated over more than 1 day, a part refund is not available for missing parts/ all of this training.
* If we cancel the course, we will offer you an alternative course date and/ or a full refund.

**4**. **Accessibility and Reasonable Adjustments**

* **Commitment to Accessibility:** We are committed to ensuring that our training programs are accessible to all participants, regardless of disability or individual needs.
* **Requesting Reasonable Adjustments:** If you require reasonable adjustments to support your participation in training, please notify us when booking. We will make every effort to accommodate your needs, subject to feasibility and available resources.
* **Confidentiality**: Any information provided regarding accessibility requirements will be treated confidentially and shared only with relevant personnel to facilitate appropriate support.

**5. Complaints Process**

* If you have a complaint, please speak to the Education and Development Manager as the first point of contact.
* We will aim to acknowledge complaints within five working days and provide a response within 20 working days.

**6. Intellectual Property**

* All course content delivered by St Ann’s Hospice staff remains the intellectual property of St Ann’s Hospice.
* External trainers providing courses on behalf of St Ann’s Hospice retain responsibility for the intellectual property of their own materials.
* Course materials must not be copied, reproduced, or distributed without prior written consent from the relevant intellectual property owner.

**7. Liability**

* St Ann’s Hospice is not liable for any loss, damage, or injury resulting from participation in our courses, except where required by law.
* Participants are responsible for ensuring they meet any course prerequisites and comply with health and safety requirements.

**8. Data Protection**

* We will handle all personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
* Your data will only be used for course administration and will not be shared with third parties without your consent unless required by law.

**9. Amendments to Terms and Conditions**

* St Ann’s Hospice reserves the right to amend these terms at any time. Updates will be published on our website or communicated directly to registered participants.

**10. Contact Information**

For any queries regarding these terms, please contact the **Education and Development Team**  
St Ann’s Hospice  
education@sah.org.uk  
0161 498 3606/ 0161 498 3645

By booking a course, you confirm that you have read, understood, and agreed to these Terms and Conditions.