Please read the below Terms and Conditions before booking onto a course

Part 1. General Education Terms and Conditions

Part 2. Programme-Specific: Lunch and Learn - Advanced Palliative Care Practice

Part 1. General Education Terms and Conditions

Booking terms and conditions

When booking online you must accept our booking terms and conditions. In some circumstances we may accept bookings via telephone or email. Registering your details on the online booking form, or placing a booking via email or telephone, constitutes an acceptance of these terms.

All bookings must include an email address for correspondence.

We will send a booking confirmation email to the address provided containing a copy of our booking terms and conditions for your reference.

Course fees

When placing a booking you may pay directly by credit/debit card via the secure online booking form or request an invoice.

All invoices must be paid by the date of the event, or within 30 days of the invoice date, whichever is earlier. A purchase order (PO) and/or full email address, and postal address, will be required at the time of booking for all invoice requests. Until this is received your booking is not confirmed. The delegate(s) and employer are jointly and severally liable for payment of all the fees due.

For bespoke bookings

Refer to Training Agreement communicated at time of booking.

Acknowledgement of bookings

A booking confirmation email will be sent within 4 days of the booking, to the email address supplied. Certain courses have enrolment requirements and these details are available on our website. Where these are not met, or a course has reached capacity, Princess Alice Hospice have the right to refuse a booking or offer alternative suggestions.

The booking will not be considered confirmed until the confirmation email is sent. Anyone not having received these details 4 days after booking, or 48 hours before the start of the course, whichever is sooner, should telephone or email to confirm their booking. An invoice will be issued within one month of your booking. Joining instructions will be sent 7 days prior to the event, or as soon as practicable if the booking is made less than 7 days before the start of the course.

Cancellation and refunds

Cancellations must be made, via email, 14 days or more before the date of the event. All invoices are liable for payment and no refunds can be made for cancellations notified within 14 days of the event.

Substitute delegates

If you are unable to attend, a substitute may attend in your place, subject to course enrolment criteria. Please email us with any details of a change as soon as possible.

Non-attendance

All invoices are liable for payment regardless of attendance and no refunds can be made unless a cancellation was received as per our cancellation policy above.

Late attendance

It can be extremely disruptive to other learners if you arrive late. We advise arriving at least 15 minutes before a face-to-face course and 10 minutes before an online course. You may not be admitted after the session has started and you will definitely not be admitted if you arrive 15 minutes or more after the session start time. You will still be liable for the course fee. In the event of unforeseen circumstances such as bereavement, sudden illness or severe traffic disruption it may be possible to negotiate an alternative study date, but this would only apply if we are notified before the course start time via email or by phoning the education office on 01372 461844..

Please note

Princess Alice Hospice reserves the right to change the delivery method, venue and/or speakers at any time and without prior notice. We accept no liability if a course or conference does not take place for reasons beyond our control. We also reserve the right to cancel the event, in which case all monies will be refunded. All bookings are subject to these conditions.

Any personal details you provide will be managed in line with current UK data protection legislation. Please see our Privacy Statement for further information.

If you have any queries or questions please email education@pah.org.uk or call 01372 461844**.**

Part 2. Lunch and Learn: Advanced Palliative Care Practice

Programme Fees

The Lunch and Learn: Advanced Palliative Care Practice programme includes access to ten (10) online education sessions running from January 2027 to November 2027. Full session dates and topics are available on the Princess Alice Hospice website.

The standard programme fee is **£50 per person**, which provides access to all ten sessions.

Bulk Booking Discounts

The following discounts are available for group bookings **made at the time of registration** only:

Number of Learners Booked	Discount Applied
5-10 learners	10%
11-20 learners	15%
21+ learners	By negotiation

Any additional learners added after the original booking has been confirmed will be charged at the full programme fee of **£50 per person** and will not be eligible for retrospective application of any bulk booking discount.

All learners must be registered as named individuals at the time of booking. Attendance will be monitored for each session. Individuals attending without a confirmed booking may be refused access, removed from the session by the host, and/or charged the full programme fee.

Bulk booking discounts are available only to organisations; self-funders from the same organisation are not eligible.

Substitute learners
An organisation may substitute a registered learner if the original learner changes job role, leaves the organisation, or is otherwise unable to continue attending the programme. Substitution requests must be submitted by email to **education@pah.org.uk**.

A maximum of **two substitutions per booked place** will be permitted during the duration of the ten-session programme. Any replacement learner will receive access to the remaining sessions and associated programme materials. Certificates will be issued only to individuals who meet the programme attendance requirements.

Recordings

These training sessions will be recorded and links to view the recording will be available to view 1 month after the session. The link to the recording will be sent with the resources from the session to all those registered. If learners do not wish to be recorded, they have the choice of non-attendance and viewing the session via the recording.

Certificates

Certificates of attendance will be issued only to registered named individuals and will normally be provided upon completion of the full programme after November 2027. Certificates will not routinely be issued for individual sessions. However, learners who are unable to attend the full programme may request alternative certification arrangements by contacting **education@pah.org.uk**.

Princess Alice Hospice Staff and Volunteers

Attendance is free of charge for Princess Alice Hospice staff and volunteers whose role is deemed relevant to the programme content.

Except where expressly varied by these Lunch and Learn: Advanced Palliative Care Practice terms, all bookings remain subject to the Princess Alice Hospice Education Terms and Conditions.

Content

These sessions are planned with local (to Princess Alice Hospice - KT10 8NA) clinical practitioners in mind, whilst those further afield are welcome - please refer to contacts in your own local area for accurate information that might be relevant to your practice.

Updated October 2026