

Cancellation Policy

The information below sets out the Foundation's cancellation and refunds policy for events, training courses or conferences.

Cancellations by delegates

If you are unable to attend the event you are booked on, you may wish to nominate someone else from your organisation to take your place. You must however contact us and seek our agreement in writing for this. Please inform the organiser as early as possible, on 020 3841 5570 or email info@pointofcarefoundation.org.uk with the subject heading: [Event name] Ticket Re-allocation.

Please note that bookings can only be transferred **once** to another person.

If you are not able to attend or able to transfer your place then the following charges will apply:

- If cancellation occurs 4 - 8 weeks before an event, the cancellation fee is 25% of the total ticket price.
- If cancellation occurs 2 - 4 weeks before an event, the cancellation fee is 50% of the total ticket price.
- If cancellation occurs 14 days or less before an event, the cancellation fee is 100% of the total ticket price.

To cancel a place on a Point of Care Foundation event or course, notice of cancellation must be given by email to the organiser detailed in the event listing as well as to info@pointofcarefoundation.org.uk.

You are entitled to the following:

- Costs incurred for any equipment hired by the Point of Care Foundation or any third parties in connection with the event on the delegate's behalf will be added to any cancellation fee.

No refund will be made for non-attendance without notification.

Cancellations by The Point of Care Foundation and changes to content

The Point of Care Foundation's events and courses are constantly updated and while we endeavour to deliver the courses as advertised there may inevitably be occasions where we have to change content without prior notice or, in exceptional circumstances, to cancel an event.

In the case of an event or workshop cancellation, delegates will be offered a full refund.