

Cancellation Policy

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

Cancellations by delegates

Experiences of Care (EoC) programmes:

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 no later than two weeks before the event by emailing 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.

Schwartz:

If you are unable to attend the event you are booked on, you may wish to reschedule your training date. To reschedule please email schwartz@pointofcarefoundation.org.uk no later than 2 weeks before the event. You can only reschedule your training date to another date within a 6-month period from the time of the original date.

All programmes / events

If you are not able to attend, need to reschedule your training (**Schwartz only**) or unable to transfer your place (**EoC only**), the following charges will apply:

- If cancellation occurs 8 -10 weeks before an event, the cancellation fee is 25% of the total ticket price.
- If cancellation occurs 4 - 8 weeks before an event, the cancellation fee is 50% of the total ticket price.
- If cancellation occurs 30 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 and copy in info@pointofcarefoundation.org.uk.

On completion of the confirmed booking the delegate and their supporting organisation are liable for the fees for the event (regardless of whether payment has been made).

Additional 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 an alternative date or a full or partial refund (decided on an individual case basis).

If there is an extenuating circumstance causing the cancellation, we will discuss this on an individual case basis.