



Children's Hospital School

'Better Together'

Cancellation & Refund Policy (CPD, Training & Support Offer)

General

The Children's Hospital School is committed to providing exceptional CPD training. We aim to provide the learner with a bespoke training programme delivered by our professional CPD training team. Delegates who cancel without giving enough notice, no shows or late cancellation may be charged a cancellation fee.

Registration and payments

Your registration is complete when we receive your full payment. A confirmation email will be sent to you to confirm your booking and registration. Payments are either paid at the time of booking or will be requested from the school depending on which platform or website the course has been booked.

Please note full payment will be required 48 hours before the course date. If payment is not received we will send you a final email informing you we are closing your booking. In exceptional circumstances where we have been in contact with your organisation regarding later payment, bookings will remain.

Cancellation request

Cancellation requests may be submitted where the initial booking was requested or via email to the training team. The training team can be contacted at training@childrenshospital.school.leicester.sch.uk

Within 2 weeks of the course date	75% refund
Within 1 week of the course date	50% refund
Within 48 hours of course date	No refund

Refunds will be processed in line with the website provider or directly via The Children's Hospital School. You may request a transfer to a future course, and this may be provided if there is availability on future course dates. No refunds or transfers will be issued on the day of the course or after the course date.



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