

# Booking, Cancellation and Deferral Terms & Conditions

## Booking

Booking is made online via our website [www.lwdwtraining.uk](http://www.lwdwtraining.uk).

Once we have received your booking and payment (a 25% deposit minimum is required for you to initially secure your booking) for a course, you will receive an email acknowledgement to the email address provided with instructions about your enrolment. All bookings include a £12.50 a non-refundable and non-transferable booking fee.

In the instance that your course requires a minimum number of registrants to guarantee that the course will take place, you will receive an email informing you that your place is secured, and that you will be notified when the course has been confirmed. Should a course not be confirmed for this reason you will be entitled to a full refund of your deposit. Please see 'Cancellations by LWDW Training' below for more information. LWDW Training does not accept any responsibility for any other costs incurred by you when booking or attending our training courses.

### Diploma Track Booking:

A 'track' is a pre-specified series of training modules designed to be taken as a full diploma programme from Module 1 through to Module 4. These will be advertised on the website as a full track. You will be eligible for a discount on modules 2 – 4 when booking a full diploma track, the discount is applied at the checkout. Please refer to the website for current discount rates. The discount is only applicable to modules 2 – 4 of the same diploma track, and can be used within 4 weeks of booking the Module 1. The discount is not transferable to an alternative track, and any transfers to alternative modules will incur the non-discounted fee, invoiced at the time of booking.

### Short Notice and Last-Minute Bookings:

There is no deposit option available for short notice (within 6 weeks of course start date) or last-minute (within 2 weeks of course start date) bookings and the full payment is required before securing a place on the training. Enrolment deadlines will be adjusted for both short and last-minute bookings and you will be informed of this upon booking. Failure to complete any of the enrolment activities within the given deadline will result in you not being able to begin the training and for your place to be lost. In this instance the course fee will remain payable in line with our cancellation policy.

## Payment

We require a minimum of 25% deposit to secure your place on a training course. We will notify you of the final date for receipt of your outstanding balance, if applicable. The full balance becomes due six weeks before the start of the course at the latest. Failure to make payment in full by the agreed due date will result in you not being able to attend the training and will result in your booking being treated as a cancellation.

For residential trainings, a secondary payment of 25% will be payable 12 weeks before the course start date, with the final 50% of the payment due 6 weeks before the course start date.

Payment can be made in two ways:

- Online via Stripe using your credit card – please select Credit card (online) during Registration on the website. Payment via this method will ensure immediate registration on the course selected.
- Offline by bank transfer – please select this method during Registration on the website. Your registration cannot be guaranteed until payment has been received.

By BACS: Triodos Bank, A/c Name: LWDW Training Ltd, Sort Code: 16-58-10, Account No: 20713924

We do not accept cheque payments.

## Course Requirements and Pre-Requisites

**Access to learning:** All courses are delivered in English, and you will be required to have good spoken English to be able to engage fully in group discussions. For individuals who communicate in English but require additional support to access the learning, such as interpreters for the deaf, we ask that you contact the office prior to the course so we can ensure you have the correct support in place.

**Equipment:** For blended and online training you will require a computer with a speaker and microphone or headset a webcam and good internet access. We cannot be held responsible for poor connectivity.

**Enrolment Activities:** The enrolment activities for each course are a mandatory requirement to be completed before the start date of the training. Failure to complete any of the enrolment tasks within the given deadline of the course will result in you not being able to begin the training on the stated day and for your place to be lost. In this instance you will not be entitled to a refund and the course fee in its entirety will remain payable.

**Pre-requisites:** All participants must be 18 years old or over. All participants who have experienced a *significant* bereavement within the last 18 months will be required to have a conversation with a member of our team to explore when the best time to undertake the training will be for them. Participants are responsible for assessing their own personal readiness to begin the training before attending.

## Your Commitment & Missed Sessions

Booking a place represents a commitment to every session of the course booked until the end date. Before booking please ensure that you can commit to all dates and keep these free of other commitments.

### Foundation Training:

Certification can only be achieved by attending ALL sections of the course or demonstrating coverage of all learning objectives in line with our framework. Failure to attend sections of the course will mean you will be unable to complete the training and **you will not achieve certification** and subsequently unable to progress further onto the diploma until certification is achieved.

Achieving certification after missing sessions:

The make-up of missed sessions will be at our discretion. Due to the nature of the experiential learning during the training there are some sessions that are dependent on groupwork and will require your attendance. Attendance of these additional sessions will incur a fee of £75 per session (this includes a non-refundable £25 administration fee) and must be taken within 9 months of the course end date. We cannot guarantee that you will be able to join another training group to complete these missed sections of the training and therefore we encourage you to consider your absence carefully. Re-booking a scheduled catch-up session will incur an additional and non-refundable £25 administration fee. For some missed sessions you will be given the option to provide supporting evidence and complete an activity and reflection sheet to demonstrate understanding of the learning objectives at a fee of £75 per session missed.

Supporting evidence must be provided within 9 months of the course end date. If you are unable to achieve certification during the specified time period then you will be required to re-register for another course and the full fee must be paid again.

If you are unable to attend the first session of the training then your training will be cancelled in line with the cancellation terms below.

#### Diploma Training:

Attendance to all sessions is mandatory. In exceptional circumstances where you are unable to make a session you will be required to submit an additional piece of work covering the material missed in the session, followed by a tutorial with one of the trainers for a maximum of 60 minutes. These catch-up activities and tutorials are charged to you at £75 per session missed (this includes a non-refundable £25 administration fee). We cannot guarantee availability of the catch-up tutorial, and therefore we encourage you to consider your absence carefully. Re-booking a scheduled catch-up session will incur an additional and non-refundable £25 administration fee. If you are unable to achieve certification during the specified time period then you will be required to re-register for another course and the full fee must be paid again. If you are unable to attend the first session of the training then your training will be cancelled in line with the cancellation terms below.

Non-completion of a module will result in you being unable to move onto the next module of the diploma. In the instance that you have booked the next module and, as a result of incompleteness, are unable to attend then this will be treated in line with the cancellation policy. This applies to both diploma track and module by module bookings.

## Cancellation Policy

All cancellations must be received in writing either by email to [bookings@livingwelldyingwell.net](mailto:bookings@livingwelldyingwell.net) or by letter to the address below.

The following conditions will apply:

Cancellation received	Fee retained
Within 14 days of the booking date	£12.50 non-refundable booking fee
Over 14 days from the booking date	25% of fee (a non-refundable deposit element)
14 – 28 days before the start of the course	50% of the full course fee
0 – 14 days before the start of the course	100% of the full course fee

#### Diploma Track Cancellations and Non-Completion:

Failure to complete a module will result in you not being able to continue onto the following module and will be treated as a cancellation (please see 'Your Commitment & Missed Sessions' for clarification). You will be able to book a place on an alternative track (where places are available) at the full fee rate.

**Exceptional Circumstances:**

In the case that you are unable to attend the training due to local or UK or International government guidelines in response to a global pandemic which requires you to self-isolate because of contact or symptoms, then LWDW Training would refund the cost of the course less the deposit amount (25% of the full course fee). The retained deposit will be transferred to another course in line with our Deferrals Policy below. In these instances, sufficient evidence will need to be presented and accepted by LWDW Training before cancellation and deferral can be confirmed.

## **Deferral Policy (Transfer Policy)**

Apart from the exceptional circumstances detailed above, deferrals (transfers) to a future course will only be considered in exceptional circumstances and is at the full discretion of LWDW Training. Deferrals can only be offered to those who have paid a minimum of 25% of the course fee. The amount already paid will be retained by LWDW Training as part or full payment towards a future training course. Deferrals are not available to individuals who have been awarded a 100% bursary.

In all other circumstances, deposits are non-transferable and non-refundable, and participants will need to re-book at current rates. LWDW will always exercise sensitivity with regard to learners' personal circumstances.

**Deferrals due to Government restrictions as outlined in the Cancellation Policy or in the event of Cancellation by LWDW Training:**

The fee will be retained for a maximum of 24 months. If you do not accept a place on a future course within this time frame, then the deposit value of the course fee (25% of the original course fee) will be retained and any additional fees paid will be returned to you via bank transfer. It is not a requirement of LWDW Training to ensure that a training space is available for the deferred learner.

If the new training course offered to you is of a higher price than the original training course you had been booked to attend, then LWDW Training will honour the cost of the original training course.

If you chose to withdraw from the Deferral then the deposit value of the course fee (25% of the original course fee) will be retained and will be non-refundable and non-transferable.

At the point that a new training course is booked, the new training course will supersede the original training course, and the terms and conditions will apply effective from the new date of booking.

**All other Deferrals:**

Where a deferral is agreed a non-refundable administration fee of £25 will be charged at the point of transferring the course booking to the new training course. If the fee for the new training course is different to the original training course booked, then the fee of the new training course will be charged. In the instance that the new fee is higher, then an additional invoice will be sent with payment terms in line with the new training course payment terms.

The retained fee will be held for a maximum of 12 months and although LWDW Training will attempt where possible to keep the learner on the high priority list, it is the responsibility of the Learner to regularly check for availability and initiate the booking process. If the Learner does not take up a place on an alternative training course with the time frame set then the deferral will be treated in line with our cancellation policy.

At the point that a new training course is booked, the new training course will supersede the original training course, and the terms and conditions will apply effective from the new date of booking.

**Deferrals (Transfers) on the Diploma Track:**

Where a deferral is required on a diploma track booking, the administration fee will be charged and the discounted rate will no longer be applicable to any future bookings which are not on the original diploma track. Any additional fees will be invoiced and payable within our standard policy.

## **Cancellations by LWDW Training**

In the unlikely event of cancellation by LWDW Training you will be offered either a full refund or to be deferred onto a future course as per our Deferral Policy above.

It should be noted that we will not be held liable for any participants' travel, accommodation or any costs incurred, other than the training fee, this includes the non-training fee of any residential training booked and paid for. It is our recommendation that you purchase any necessary travel insurance to compensate you in this instance.

We will endeavour to reschedule any sessions that are not, for any reason, able to be hosted by LWDW Training at no additional cost to you.

**Diploma Track Cancellations:**

In the unlikely event of cancellation by LWDW Training you will be offered either a full refund of the cancelled module or to be deferred onto a future course as per our Deferral Policy above. In this instance you will not lose your discounted rate, and this will be applied to all subsequent modules booked that are outside of the original diploma track. Where possible, the pre-existing dates of the diploma track will be used.

## **LWDW Trainings' right to refuse training**

LWDW Training has the right to refuse training to anyone who:

- Has not paid the course fee in line with our invoicing terms. In this instance the course fee will remain payable in line with our cancellation policy.

- Has failed to complete enrolment activities required to begin the training within the given deadline. In this instance the course fee will remain payable in line with our cancellation policy.
- Does not agree to the terms and conditions set out in this document and the Learners Handbook. In this instance the course fee will remain payable in line with our cancellation policy.
- Does not demonstrate sufficient personal readiness to tackle the course content.

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