



Giving hope to grieving children

Winston's Wish Training Terms and Conditions

Study Days & Spotlight Study Days

Please read these terms and conditions carefully and make sure you understand them. They set out the obligations (the 'terms') between you and Winston's Wish ('WW', 'we', 'us', or 'our').

Payment terms

Payment must be made within 14 days of booking. Booking is not confirmed until payment has been received in full.

If you are booking with less than 14 days before the event, then payment will need to be made at the time of booking to secure the date.

You will receive the link to access the event only once payment has been received, usually a few days prior to the event.

If payment is not received, we reserve the right to make the date available to other individuals.

Transfer training to another date

You may be able to transfer your place on the study day to another date in the following circumstances:

- 1) You give us a minimum of 2 weeks' notice before the training is due to take place.
- 2) The new training date must be within 12 months of when the training was first requested.
- 3) The training can only be transferred once. Any further need to transfer will not be possible and the training will either need to go ahead or be cancelled. The full fee will be payable in either situation.

Transfer your place to another individual

You may be able to transfer your place on the study day to another colleague from within or outside of your organisation in the following circumstances:

- 1) You give us a minimum of 1 weeks' notice before the training is due to take place.
- 2) Responsibility for payment for the training lies with the original booker if transferred to an outside organisation
- 3) The training can only be transferred once. Any further need to transfer will not be possible and the training will either need to go ahead be cancelled. The full fee will be payable in either situation.

If access requirements are different to your own, we would need to be informed as soon as possible to ensure these needs are met and any necessary adjustments made.

Cancellation

Training is non-refundable but you can transfer your training to another date or individual under the terms and conditions above. Refunds will not be offered for training sessions that are not attended.

If training is cancelled by Winston's Wish, then a refund will be made in full.

If you have any questions about our Terms and Conditions, please contact us on 01242 515157.