

Advanced Communication Skills Training (ACST)

Cancellation

Cancellations are to be notified in writing to learning@comptoncare.org.uk

If you are no longer able to attend, you may substitute, by prior arrangement someone else from your organisation, please submit your request to learning@comptoncare.org.uk

If you need to cancel your course the following fees and charges apply:

| Days prior | % returned |
|--------------|------------|
| 28+ days | 100% |
| 27 - 14 days | 50% |
| 13 - 0 days | 0% |

Due to unforeseen circumstances, we may have to cancel a course at short notice. Delegates will automatically be offered an alternative date or given a full refund.

Courses are priced based on attendance and may need to meet minimum delegate numbers to be viable and to ensure that our facilitators are available to deliver courses to our high standard.

Terms and conditions

- This is a full 2-day course which requires attendance on both days and as such certificates can only be issued if this requirement is fully met.
- I understand that cancellation charges apply, and that non-attendance or cancellations received less than 14 days prior to the course will result in a cancellation charge of £750 (full course fee).
- I understand that Due to the experiential nature of the course, **strong personal emotions can occasionally be triggered. In view of this we suggest that participants consider any recent significant or stressful life events prior to attendance.** We are aware that sometimes personal circumstances arise after booking a course, which might make attendance difficult or inappropriate. Please contact us if you wish to speak to a facilitator to discuss this further in confidence.
- It is important that you can fully participate in all scheduled sessions by making alternative arrangements for any other commitments. **Please ensure that you are not working night shifts around the dates of the course and that you are not working before or after the training as this course can be emotionally draining, requiring significant respite afterwards.** This is to ensure that you are **fully engaged** and are not disturbed during the facilitated sessions and will require you to have your mobile phone / bleep switched off during this time. The aim is to also create a respectful environment for the group.
- It is the applicant's responsibility to arrange for study leave / fees from their place of work where necessary.
- It is the responsibility of the applicant to ensure that we are informed of any access or specific dietary requirements prior to arrival.