

Cancellation Policy

This Policy applies to all courses run by DREEAM (Department of Research and Education, Emergency medicine, Acute medicine and Major trauma) and its terms are incorporated into all course bookings.

Its purpose is to:

- Provide clarity to customers prior to course enrolment
- Avoid unnecessary loss of training places
- Ensure equality and fairness for all DREEAM customers
- Facilitate structured financial management of courses run by DREEAM

If you are unable to attend the training course, you have booked and paid for you have three options:

- **Send a substitute in your place**

DREEAM will welcome a substitute delegate from your organisation if you are unable to attend. They may attend in your place at no extra cost, provided you inform DREEAM by email prior to the course date at dreeam@nuh.nhs.uk

- **Transfer to another course**

DREEAM is able to transfer your booking to another course up to four weeks before the start date of the original course. The course to which you transfer must start within 12 month from the start date of the original course. Please note DREEAM is only able to transfer your booking once and that no refunds are available in the event of non-attendance on a transferred booking.

- **Receive a refund**

The amount refunded will depend on when you confirm you are no longer able to attend the course and request a refund. The table below confirms the refundable percentage of the training course cost DREEAM will return depending on the number of weeks' notice given.

Cancellation Time Frame (calculated from the first day of a course where run over more than one day)	Amount Payable
Minimum of 6 weeks prior to the course date	Full refund
4-6 weeks prior to the course date	50% refund
Less than 4 weeks prior to the course date	No refund will be issued



All notifications of cancellation must be made by email to DREEM at dreem@nuh.nhs.uk

Please note that once you have started a course the options to send a substitute, transfer to another course or receive a refund no longer apply.

In the event that DREEM cancels the course, you will receive a full refund of the course fee. However, please note DREEM will not refund any other costs incurred by you and/or your organisation (e.g. train tickets and hotel bookings) or in respect of any consequential losses.

Information concerning your registration is held on our system under the terms of the Data Protection Act 2018. Our Privacy and GDPR policy can be found on our website.

This policy came into force on 10th January 2023



Emergency Medicine
Acute Medicine
Major Trauma