

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.business@nhs.net

- **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. Please note if you pay by Amex and request a refund you will be refunded by cheque or bacs payment.

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 DREEAM at dreeam.business@nhs.net

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 you are **unwell and are unable to attend** on the day of the course, with issues such as diarrhoea, vomiting and COVID etc. we will move your booking to the next available date. If another date is not available, a refund will be processed at DREEAM's discretion.

If DREEAM cancels the course, you will receive a full refund of the course fee. However, please note DREEAM 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.

Additionally, if you arrive 30 minutes after your given registration time, you will not be permitted entry and will still be charged.

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.