

COURSE BOOKING FORM
Encouraging togetherness and learning in dementia care

Course Title & Date	Delegate Name	Job Title

Main Contact			
Name		Job Title	
Organisation			
Address			Postcode
Telephone No			
E-Mail			

Method Of Payment **Payment is required in full before training commences**			
Cheque enclosed for £	payable to Dementia Pathfinders		Request an Invoice (Please complete billing details below)

Billing Address			
Name			
Job Title			
Organisation			
Address			Postcode
Telephone No			
Email			
Purchase Order			

How did you hear about us?

If you would like to talk to us about commissioning any of our courses please contact us on 0845 257 2250 or email training@dementiopathfinders.org If you would prefer that we contact you, please enter your details below and we will be in touch:			
Name		Email	
Tel			

Please send your completed form to training@dementiopathfinders.org Alternatively post it to Dementia Pathfinders Community Interest Company, Bushbury Triangle, 74 Stanley Road, Bushbury, Wolverhampton WV10 9EL

We would like to keep you informed of other courses we deliver that may be of interest to you and our training offers. Please tick this box, if you do not wish to receive any communication from Dementia Pathfinders:

Dementia Pathfinders CIC Open Course Terms and Conditions:

Fees and Payment

Dementia Pathfinders is VAT exempt and therefore no VAT is chargeable.

Payment must be received in advance of the course date or in accordance with the terms on our invoice, whichever is soonest. If this is not possible then alternative arrangements must be agreed in advance with Dementia Pathfinders.

Booking Confirmation and Course Materials

You do not need to bring any paperwork to gain entry on the day, we will have your name on the attendance list. All course materials will be provided either on the day, as a handout or by email, either pre or post-course.

On the day

Please ensure that you check your booking confirmation for the course start time. Please arrive promptly for your course. If a learner fails to attend the first or any subsequent day of a course, or arrives unreasonably late, Dementia Pathfinders reserves the right to deny the learner to continue for the remainder of the course. Such instances will be deemed as “on the day” cancellation and will be subject to 100% of the course fee payment being due.

Cancellation Policy

All cancellations must be received in writing (letter or e-mail) and will be acknowledged by Dementia Pathfinders in writing.

We can only offer a full refund if the cancellation is made more than one month in advance of the course date. If the cancellation is between two weeks and one month of the course date, 50% refund will be offered. For any cancellation received less than two weeks prior to the course date, the full fee remains payable.

Transfer and Substitution

If a learner is unable to attend a course (e.g. in the case of illness or change of employment), a substitute learner will be accepted, provided that notice is given in writing (letter or e-mail) prior to the course starting and that the substitute meets all course pre-requisites.

If course documentation (joining instructions etc) has already been sent to you or your organisation, it is your responsibility to ensure the substitute learner receives such documentation.

If a substitute learner cannot be found, the original learner may be transferred to the same or a similar course on a different date.

Cancellation of Courses by Dementia Pathfinders

Dementia Pathfinders reserves the right to cancel a training course, or to substitute the trainer. If we cancel a course, we will endeavour to give a minimum of five working days' notice. If we cancel a course, you will be given a full refund or the option to transfer, provided you have already paid for the course.

Dementia Pathfinders reserves the right to refuse admission to any learner whose fees remain unpaid at the time of the course commencing.

Additionally, Dementia Pathfinders reserves the right to refuse, limit or cancel any training in the unlikely event that a learner, in the opinion of Dementia Pathfinders and its trainers, has displayed unreasonable behaviour or is deemed to be violent, abusive or disruptive. In such cases, no refund or cancellation fee will be paid by Dementia Pathfinders.