

Booking Terms and Cancellation Policy

All courses will be delivered online via Zoom Platform (unless otherwise stated). An automatic Google confirmation will be received when you make your booking and the full Zoom joining instructions will be received via email 5 working days prior to the course date. An online booking form must be completed for each individual and course and the box checked to agree confirmation of acceptance of the Booking and Cancellation Policies.

Although places on the majority courses delivered by in-house staff are offered at no charge to partnership schools/academies, there will be a charge for non-attendance as set out below:

Booking Terms

Please complete an online booking form for each delegate and each course and submit this at least 5 working days prior to the course date. For late bookings please contact education@hereford.anglican.org and we will do our best to accommodate you.

1. You will receive confirmation of your booking and Zoom joining details by email 5 working days before the event.
2. Non-attendance or prior cancellation by those who have booked will be subject to a discretionary cancellation charge
3. For further information or if you have any questions, please contact the Diocesan Education Team at education@hereford.anglican.org

Cancellation Policy

If you need to cancel your booked place, please email education@hereford.anglican.org.

- Over 5 working days – No Charge
- 2 – 4 working days –50% charge of full course fee as stated in **2023/2024 Training Programme**
- 1 working day and below –100% charge of full course fee as stated in **2023/2024 Training Programme**

We reserve the right to cancel courses after we have accepted your booking. This may happen where an insufficient number of delegates have booked onto the course, or because we are unable to deliver the course for some other reason. Wherever reasonably possible, we will notify you of cancellation at least 5 days before the course commencement date, however situations may arise where this is not possible. Most courses will have a minimum number of participants required to make the course viable, therefore bookings will close 5 days prior in order for sufficient notice to be given in the event of a cancellation.

Payment: An invoice will be issued to the School/Academy with payment terms of 30 days.

Data Protection Information

Under the General Data Protection Regulations, the Hereford Diocesan Board of Finance Limited (HDBF) as Data Controller regards the protection of personal data relating to governors, teachers and other holders of public office as a very important matter. Your data will be used in accordance with the [Diocesan Privacy Notice HDBF](#) following the GDPR Legislation May 2018.

The Privacy Notice outlines the information that the HDBF collects, holds and shares including the lawful basis about how we use this information, who has access to it and our retention of that information. Our Privacy Notice has details of how to contact the Data Controller.

If you would like a printed copy of the Data Protection Policy or Privacy Notice please do not hesitate to contact the Diocesan Education Office.