

Please read the following Terms and Conditions before you complete the booking form. You will be asked for your signature on the booking form to confirm that you understand and agree to these Terms and Conditions. Please keep this sheet for future reference.

Terms and Conditions of Booking (Residential and Single Day Courses)

1. All courses must be paid in full one month in advance. (Payment methods are detailed on the Booking Form.)
2. Cancellation by you
 - a. There will be a full refund of fees if you cancel a course more than two weeks in advance of the course date, or you can choose to transfer your booking to another available date.
 - b. If you find you are unable to attend less than two weeks before the course you have booked, we will transfer your booking to another date at no additional cost.
 - c. Fees will not be refunded for cancellations made by you less than two weeks in advance, except in exceptional medical circumstances.
3. Cancellation by us
 - a. Occasionally we may have to cancel a course due to circumstances beyond our control. We will give you as much notice as possible if this occurs, and offer you alternative dates or a full refund.
4. Fees will not be refunded if you leave a course part way through, for whatever reason.
5. Penny Brohn Cancer Care reserves the right to refuse service at any time.

I fully understand that:

1. The services offered at Penny Brohn Cancer Care are intended to support the physical, mental, emotional and spiritual health and wellbeing of people diagnosed with cancer and of their supporters.
2. The services offered at Penny Brohn Cancer Care are compatible with the orthodox medical and surgical treatment of cancer, and are intended to complement it.
3. Penny Brohn Cancer Care does not claim to treat or cure cancer.
4. Penny Brohn Cancer Care does not at any time undertake medical responsibility for any client, and does not provide or administer dressings or medicines or carry out any medical procedures or treatments.
5. Staff at Penny Brohn Cancer Care are fully trained, qualified, insured and supported. They offer information, guidance, counselling and complementary therapies in good faith to the best of their abilities, without guarantee of a specific outcome.
6. There is an evidence base supporting the use of all therapies offered at Penny Brohn Cancer Care. There is a slight risk that some clients may experience minor adverse effects from some therapies. In attending a therapy session clients give their consent to treatment and accept this risk.
7. Confidentiality is held within the In House Services Department. Client notes will be shared within the team as appropriate. Personal details will not be disclosed outside of the Charity at any time, unless required by law.
8. Penny Brohn Cancer Care holds notes on all clients, in accordance with our Confidentiality Policy and with the Data Protection Act (1998). Clients have the right to see information kept on file about them on request. Files are stored for seven years after the completion of all service provision, and then confidentially destroyed.
9. Penny Brohn Cancer Care maintains up to date internal policies regulating provision of all aspects of its service, including a comprehensive Complaints Policy which can be seen on request.