



CENTRE FOR
FORENSIC HOPE

RESEARCH · LIVED EXPERIENCE · RENEWAL

*Improving lives in forensic communities
through the advancement of hope*

Training Terms & Conditions

The terms that apply when you book a place on a Centre training programme

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Centre For Forensic Hope Ltd · A company limited by guarantee · Non-profit making

Company number: 17294992

"Practical, honest, and applicable the Monday after training."

forensichope.org.uk

1. Purpose and Scope

1.1 These Terms and Conditions apply to every booking made for a training course, programme, or session delivered by Centre For Forensic Hope Ltd ("the Centre"), whether an open-cohort session, an in-house programme, or a bespoke organisational programme.

1.2 By submitting a booking — whether for yourself, as a delegate, or on behalf of colleagues or an organisation — the person or organisation making that booking ("the Booker") agrees to be bound by these Terms.

1.3 These Terms apply alongside, and do not replace, the Centre's Constitution, Code of Conduct, and Privacy Policy, all available at forensichope.org.uk. Where a specific qualification (such as the Forensic Hope Psychologist designation) has its own published conditions, those conditions take precedence for matters relating to that qualification.

1.4 These Terms do not apply to CFH membership, which is governed separately by the Membership Guide and the Constitution.

2. Definitions

"Course" means a training programme offered by the Centre, whether delivered as a single session or over multiple days.

"Session" means a specific scheduled delivery of a Course, with its own date(s), venue or delivery mode, and capacity.

"Delegate" means an individual attending a Session, whether or not they are the Booker.

"Booker" means the individual or organisation who submits and is financially responsible for a booking.

"Fee" means the price payable for a place on a Session, as published or quoted at the time of booking, and may differ for CFH members and non-members.

"Deposit" means a part-payment of the Fee, payable at the time of booking, with the balance invoiced separately where this option is offered.

3. Bookings and Confirmation

3.1 Bookings for open-cohort Sessions are made through the Centre's website and are confirmed once payment (or a Deposit, where offered) has been received and the Booker has received a confirmation email or invoice.

3.2 Places are allocated in the order bookings are confirmed and are limited by the published capacity of each Session. A Session showing no seats available may still be joined via the waiting list — see Part 7.

3.3 The Booker is responsible for ensuring that names and contact details provided for each Delegate are accurate and complete. Where a Booker books on behalf of colleagues, the Booker remains responsible for payment and for these Terms being communicated to those Delegates.

3.4 No prior training in the subject matter is assumed unless stated on the relevant course page; any prerequisites will be published on the Course's website page in advance of booking.

4. Fees and Payment

4.1 Fees are as published on the Centre's website at the time of booking, in pounds sterling, and are payable in full unless a Deposit and invoice option is offered for that Session.

4.2 Where a Deposit and invoice option is used, the Deposit is payable by card at the time of booking and requires a valid purchase order number from the Booker's organisation. The balance is invoiced separately and is due within 7 days of the invoice date, or before the Session start date if earlier.

4.3 CFH members are entitled to member pricing on training Fees where shown. Member pricing is applied automatically where the Booker is signed in to a current membership account at the time of booking; it cannot be applied retrospectively to a booking already completed at the non-member rate.

4.4 The Centre is not currently registered for value added tax (VAT). No VAT is charged on Fees; where this changes, the Centre will update this clause and its pricing accordingly.

5. Cancellation, Transfer, and Substitution by the Booker

The Centre understands that plans change. The following applies where a Booker or Delegate needs to cancel or amend a booking for an open-cohort Session.

5.1 **Substitution.** A Delegate's place may be transferred to a colleague at any time before the Session begins, at no charge, by notifying the Centre at enquiries@forensichope.org.uk with the substitute Delegate's details.

5.2 **Cancellation by the Booker.** Where a Booker cancels a confirmed place:

- (a) more than **[28 days]** before the Session start date: a refund of **[100%]** of the Fee paid, less any non-refundable Deposit;
- (b) between **[14 and 28 days]** before the Session start date: a refund of **[50%]** of the Fee paid;
- (c) fewer than **[14 days]** before the Session start date: no refund is available, though a transfer to a future Session may be offered at the Centre's discretion under clause 5.3.

5.3 **Transfer to a future Session.** Where a Booker cannot attend, the Centre will where possible offer a transfer of the booking to a later Session of the same Course, subject to availability, in place of a refund. A transfer may be requested up to **[once]** per original booking.

5.4 **Deposits.** Deposits paid under the Deposit and invoice option are non-refundable in the event of cancellation by the Booker, but may be credited towards a transferred booking under clause 5.3.

5.5 **Non-attendance.** A Delegate who does not attend a Session without prior notice to the Centre is treated as a cancellation under clause 5.2(c), and no refund is due.

The figures in this Part are placeholders for the Centre to confirm. They should reflect what the Centre can realistically absorb given trainer booking, venue costs, and catering commitments, which are often themselves non-refundable below certain notice periods.

6. Cancellation or Changes by the Centre

6.1 The Centre reserves the right to postpone, reschedule, relocate, or cancel a Session — including where a Session does not reach the minimum number of bookings required to run, currently set at 10 delegates per open-cohort Session unless stated otherwise.

6.2 Where the Centre cancels or postpones a Session, Bookers will be notified as soon as reasonably possible and offered, at the Booker's choice: (a) a transfer to an alternative date; or (b) a full refund of all sums paid for that Session, including any Deposit.

6.3 The Centre will not be liable for any indirect costs incurred by a Booker or Delegate as a result of a change under this Part, including but not limited to travel or accommodation booked independently of the Centre — see Part 13 (Liability).

6.4 The Centre may make reasonable changes to a Session's trainer, venue, or precise timings where necessary, and will give as much notice as practicable. Minor changes of this kind do not entitle a Booker to a refund.

7. Waiting Lists

7.1 Where a Session shows no seats available, a Booker may join the waiting list. Joining a waiting list does not constitute a confirmed booking and no payment is taken at that stage.

7.2 If a place becomes available, the Centre will contact waiting list entrants in the order they joined. A place must usually be confirmed and paid for within **[5 working days]** of being offered, or it will be offered to the next person on the list.

8. In-House and Bespoke Organisational Programmes

8.1 Where a Course is delivered in-house or as a bespoke programme for a single organisation, the commercial terms (fee, cancellation notice, and payment schedule) are as set out in the written proposal or agreement for that specific programme, which takes precedence over Part 5 and Part 6 of these Terms for that engagement.

8.2 Where no separate written agreement exists, the general terms of this document apply, adapted as necessary to reflect that the booking is for a group rather than individual Delegates.

8.3 The organisation booking an in-house or bespoke programme is responsible for providing a suitable venue, equipment, and facilities where the programme is not delivered online, unless otherwise agreed in writing.

9. Course Materials and Intellectual Property

9.1 All course materials, slides, handouts, and other content provided as part of a Course remain the intellectual property of the Centre (or its trainers, where applicable) and are provided for the personal use of the Delegate to whom they are given.

9.2 Course materials may not be reproduced, distributed, or used to deliver training to others without the Centre's prior written consent, except where materials are expressly provided for onward use within the Delegate's own organisation (for example, as part of a train-the-trainer arrangement agreed in writing).



9.3 Recording of live training sessions (audio, video, or screen capture) by Delegates is not permitted without the Centre's prior written consent, in order to protect the contributions of trainers and co-facilitators with lived experience.

9.4 Where a Delegate or Booker is a CFH member, a breach of this Part 9 is also a breach of the Code of Conduct and a ground for suspension or termination of that membership under clause 9.3 of the Constitution, in addition to any other remedy available to the Centre.

10. Conduct

10.1 All Delegates are expected to treat trainers, co-facilitators, and fellow Delegates with the dignity and respect set out in the Centre's Code of Conduct, which applies to training spaces whether or not the Delegate is a CFH member.

10.2 The Centre reserves the right to remove a Delegate from a Session, without refund, where their conduct is abusive, discriminatory, or otherwise seriously breaches the standards in the Code of Conduct, having regard to the Centre's zero-tolerance approach to discrimination against people with lived experience of forensic settings or incarceration.

11. Accessibility and Reasonable Adjustments

11.1 The Centre wants its training to be genuinely accessible. Bookers and Delegates are encouraged to let the Centre know of any access requirements — including but not limited to physical accessibility, dietary needs, or communication support — at the time of booking or as soon as possible afterwards, so that reasonable adjustments can be arranged.

11.2 Where a Delegate has a professional or licence condition (for example, relating to supervision or restricted access) that may affect their attendance, this should be discussed with the Centre in advance of booking wherever possible.

12. Data Protection

12.1 Personal data provided as part of a booking is processed in accordance with the Centre's Privacy Policy, available at forensichope.org.uk, and is used only for the purposes of administering the booking, delivering the Course, and related administrative or safeguarding purposes.

12.2 Where a Course involves research or evaluation activity, participation in that specific activity is separate, voluntary, and based on its own informed consent, as described in the Privacy Policy at clause 2.4.

13. Liability

13.1 The Centre will take reasonable care in the delivery of its training programmes but does not warrant that a Course will meet every Delegate's individual expectations or professional requirements.

13.2 Except in respect of death or personal injury caused by the Centre's negligence, or any other liability that cannot lawfully be excluded or limited, the Centre's total liability to a Booker in connection

with a booking shall not exceed **[the total Fees paid by the Booker for the Session in question]**.

13.3 The Centre is not liable for any indirect or consequential loss, including loss of earnings, arising from a Delegate's attendance, non-attendance, or the postponement or cancellation of a Session.

14. Events Beyond Our Control

14.1 The Centre will not be liable for any failure or delay in delivering a Course caused by circumstances beyond its reasonable control, including but not limited to illness of a trainer, extreme weather, industrial action, or venue unavailability. Where reasonably possible, the Centre will reschedule or deliver the Session remotely instead.

15. Complaints

15.1 Any concern about a training booking or the delivery of a Course should be raised with the Centre at enquiries@forensichope.org.uk in the first instance. The Centre will acknowledge complaints within **[5 working days]** and aim to resolve them within **[20 working days]**.

15.2 Concerns about the conduct of a member during training may also be raised under the process set out in the Code of Conduct.

16. Changes to These Terms

16.1 The Centre may update these Terms from time to time. The version applying to a given booking is the version published on the Centre's website at the time that booking was confirmed.

17. Governing Law and Contact

17.1 These Terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction over any dispute arising from them.

17.2 Centre For Forensic Hope Ltd is a company limited by guarantee, registered in England and Wales (company number 17294992), and a non-profit making organisation. It is not a registered charity.

17.3 Questions about these Terms, or about a specific booking, can be sent to enquiries@forensichope.org.uk.

Before you publish this document

This draft uses standard training-provider terms as a starting point, with the figures the Centre needs to decide highlighted in orange brackets throughout — cancellation notice periods and refund tiers, minimum numbers to run a Session, payment terms, VAT status, and the liability cap. These are commercial and risk decisions for the Centre to make, and this document has not been reviewed by a solicitor. Consider having it checked before publishing, particularly the liability and cancellation clauses.