



# Bookings: Terms and Conditions Policy

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<b>Brief Description</b>	Policy providing guidance on cancellations
<b>Effective</b>	February 2026
<b>Approved by</b>	Trustees
<b>Written by</b>	Gill Ambrose
<b>Last Reviewed/Updated</b>	Finance committee – February 2026
<b>Next review date</b>	February 2027
<b>Applies to</b>	Godly Play UK Trustees

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## Course Bookings Policy – Overview

We are pleased to offer Godly Play® courses and are committed to making the booking process as clear and straightforward as possible. This policy sets out the terms and conditions that apply when booking onto a course, including information about booking methods, payments, and course costs.

By booking a place, participants agree to these terms. They are intended to help us manage courses well and to create a positive and well-supported experience for everyone involved.

## Courses and events

Godly Play UK offers a variety of courses. These include:

### Three-day Core Training course (face-to-face)

These may be residential or non-residential courses.

### Online Introduction to Godly Play

These usually consist of 4 x 90-minute sessions at weekly intervals.

### One-day face-to-face Introduction to Godly Play

These are generally, but not always, offered in response to a particular request.

### School INSET day trainings

These are always in response to a particular request and vary according to what has been asked for.

### A variety of other trainings

These are in response to particular requests.

## A National Conference

We hold a National Godly Play UK Conference every other year.

## Methods of Payment

Standard courses are advertised on the website and may be booked using the online booking system. Most bookings for three-day courses and online introductions are made through this facility. In some cases, participants may request an invoice, which is generally paid by the participant's employer and must be settled prior to the course start date, unless otherwise agreed in writing.

Requests to pay by instalments may be considered on a case-by-case basis. Where agreed, instalment payments are normally made by bank transfer and must be completed according to the agreed schedule.

Non-standard courses may be paid for using a variety of agreed payment methods. Payment arrangements for nonstandard courses will be confirmed in writing at the time of booking.

## Cost of courses

The cost of courses represents a significant investment for those who pay for them, whether this is individuals or organisations. For this reason, we recommend that potential participants are confident that they are able to attend before making a booking. All bookings are subject to the payment, cancellation, and refund terms outlined in this policy.

## Earlybird offer

To encourage early booking, a reduced course fee is offered on bookings made up to three months before the start of the three-day core training course. The Earlybird rate applies only to bookings received and paid in full by the stated deadline unless previously agreed.

## Cancellation by a participant

Where a participant asks to cancel their place on a course, they may propose an alternative suitable participant from their organisation, subject to the agreement of Godly Play UK and advance confirmation.

## Standard Cancellation Terms

For three-day core training courses:

- For cancellations made up to ten weeks prior to the start of the course, participants will receive a refund less a £25 administration fee
- Cancellations made less than ten weeks before a course start date will not be eligible for a refund, and the full course fee will be retained.

## Exceptional circumstances

From time to time, a participant may need to cancel their participation due to acute personal circumstances, for example serious illness of themselves or a close family member or bereavement.

As a Christian organisation, Godly Play UK seeks to respond with compassion in these exceptional circumstances, and may, at its discretion, negotiate with the participant concerned to find a solution.

Possible options may include:

- Transfer to a future course: Where possible, transfers should be made to a course occurring within the following 12 months from the date of cancellation.
- Refund: A refund, less a £25 administration fee, where neither transfer or substitution is possible or appropriate.

**Note:** exceptional circumstances are, by definition, uncommon. Decisions will be made on a case-by-case basis. If in doubt about a circumstance, the Chair of Trustees will be consulted and a decision made.

### Infectious or contagious illness

Course participants are responsible for informing Godly Play UK as soon as possible if, during the week prior to a course, they experience symptoms of, or significant exposure to, an illness that is highly infectious or contagious and could be passed on to fellow participants or trainers (for example, influenza, Covid19, or norovirus).

In such circumstances, participants should not attend the course. Godly Play UK will work with the participant to negotiate an appropriate solution.

All courses involve close personal participation, small group work, and the use of shared resources. Godly Play UK has a responsibility to safeguard the wellbeing of participants and trainers and should not find itself contributing to the spread of serious infection.

### Online Introductions to Godly Play

Refunds are not available for on-line introductions to Godly Play Courses.

These courses are typically booked close to the start date and delivered in a format that does not allow for late cancellations.

### Cancellations by Godly Play UK

Godly Play UK aims to confirm the viability of courses as early as possible. The Earlybird booking period is intended to assist with this process, enabling timely decisions to be made and minimising inconvenience to participants.

In rare circumstances, a course may need to be cancelled by Godly Play UK. This may occur, for example, due to insufficient participant numbers or illness affecting course trainers. Where Godly Play UK cancels a course, all participants will be offered a **full refund of the course fee** paid.

Godly Play UK cannot accept liability for any additional costs incurred by participants as a result of a course cancellation, including (but not limited to) travel costs, accommodation, or other associated expenses.

In order to avoid late cancellations which would inconvenience participants, Godly Play trainers will try to ensure insofar as is possible that a backup trainer is available in case they are unable to run a course through illness.

### Holding of Fees in Exceptional Circumstances

Where a participant has to withdraw from a course and wishes to transfer to another course, their fee might be retained. Fees will not be held for more than a twelve-month period from the point of cancellation. If after twelve months no transfer to another course has been made, the fee money held will be returned to the participant.