



Delegate booking – terms and conditions

Delegate substitution

It is possible to substitute an alternative delegate on any course at no additional cost, provided:

- They meet the pre-requisites of the course **and**
- Their completed application form is received by the DofE Office no later than two working days before the start of the course.

In this instance the DofE Office will confirm the replacement delegate has been accepted onto the course. An additional charge may be made for any course materials if they are not transferred from the original delegate.

Cancellation

By delegates

Cancellations need to be confirmed in writing to the DofE Office running the course. The following refunds will apply to cancellations:

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|-----------------------------------------------------------|--------------------------------------------------------------------------------|
| - Cancellation more than one month before the course date | 100% refund
<i>(less the cost of any materials or other costs incurred)</i> |
| - Cancellation 21-31 days before the start of the course | 75% refund |
| - Cancellation 11-20 days before the start of the course | 50% refund |
| - Cancellation 6-10 days before the start of the course | 25% refund |
| - Cancellation within 6 days of the start of the course | No refund |
| - Cancellation charges may also apply to funded places. | |

By the DofE

In the unlikely event of your course having to be cancelled we will advise you as soon as this change is known. We will offer alternative dates or, at your request, a refund, less the cost of any materials already supplied to you.

Data Protection

Course participants' details are stored by the DofE Office for the purpose of recording attendance on courses, providing statistical information and maintaining individual, regional, national and Operating Authority training records. We do not share your details with any other organisation.

Disclaimer

Attendance on any DofE-run course **does not** guarantee you a role as a Leader or other volunteer. You must have the endorsement of the Operating Authority, Approved Activity Provider or Assessor Network for which you already, or intend to, volunteer.