

CANCELLATION POLICY

For the pre booked participants documentation

Refunds for non-attendance of a pre-booked programme must be applied for in writing and where relevant be accompanied by relevant supporting evidence. Applications for refunds will be considered on an individual basis and any decision made is final, no further correspondence will be entered into.

Once a booking has been made applicants wishing to cancel must do so as early as possible and any requests for refunds should be made in writing. Those who cancel one week or more prior to an event will be subject to a 10% administration fee, which will be subtracted from the original payment. Those who cancel less than one week prior to an event will be subject to a 20% administration (this includes an additional amount for filling the position at such late notice), which will be subtracted from the original payment.