



CANCELLATION POLICY

Individual learners and organisations can book places on courses via the Advocacy Training website (www.advocacytraining.org.uk). Once an individual learner or organisation receives a booking confirmation e-mail, the individual or organisation enters into an agreement for individuals to attend their chosen taught course(s).

This policy recognises that unforeseen circumstances can impact on a person's ability to attend pre-arranged training and outlines the fees applicable when cancellations are made.

The individual learner (or organisation) agrees to notify the administrator (info@advocacytraining.org.uk) as soon as they become aware that they are no longer able to attend the course(s). The learner then has 3 choices:

1. It is possible to transfer the booking *for the same course* to another learner at no additional cost.
2. It is possible to transfer the booking *to another course* when notice is given no less than 48 hrs in advance. If the booking is transferred to a course that has a higher fee then the additional cost is payable within 7 days.
3. To cancel the booking, and incur the following cancellation fee:
 - More than 28 days notice given – 90% refund
 - Between 14 and 27 days notice given – 75% refund
 - Between 7 days and 13 notice given – 50 % refund
 - Between 48 hrs and 6 days notice given – 25% refund

Where less than 48 hrs notice is given, it will not be possible to offer any refund. If the administrator is required to cancel any course, the individual learner will be offered a choice of either a full refund or a transfer to another course