

CANCELLATION CHARGES

Consultancy Visit

1. Once we receive confirmation from you that you wish to proceed with the visit as per our Service Specification and order acknowledgement. You shall be liable for the whole fee unless you provide us with written notification of cancellation.
2. Where you cancel a visit in writing, you will become liable for the following: -
 1. 8 - 14 days written notice - **50% of total cost** of the visit; or
 2. Less than 7 days written notice - **75% of total cost** of the visit.
 3. Less than 48 hours – **100% of the cost** of the visit

Training Courses

1. Once we receive confirmation from you that you wish to proceed with the Order as per Our Service Specification and/or Course description, you shall be liable for the whole fee unless you provide us with written notification of cancellation.
2. Where you cancel a training course in writing, you will become liable for the following: -
 1. 21 days or more written notice - **25% of total cost** of the Course;
 2. 15 - 20 days written notice - **50% of total cost** of the Course;
 3. 8 - 14 days written notice - **75% of total cost** of the Course; or
 4. Less than 7 days written notice - **100% of total cost** of the Course.

Transferring a Training Course (on site at your premises).

Should you need to transfer a confirmed booking for a training course (on site at your premises) to another date with more than 7 days written notice there will be **no charge**. If you provide 7 days or less written notice, you will be charged for the total cost of the course. Any subsequent date changes for the same booking will be chargeable in full, irrespective of notice given.

Transferring a Training Course (open/scheduled courses at public venues).

1. Should You need to transfer a confirmed booking for a training course (open/scheduled courses at public venues) to another course, the following charges will apply dependent on notice given: -
 1. 28 days or more written notice - **no charge**;
 2. 11-27 days written notice - **25% of total cost** of the Course; or
 3. 10 days or less written notice - **50% of total cost** of the Course.

The above charges only relate to the first transfer. Subsequent date changes for the same booking will be chargeable in full irrespective of notice given.