

One Family Professional Training Cancellation Policy

If you are unable to attend the course you are booked on, you may substitute, by prior arrangement and after notifying us, someone else from your organisation.

If you are unable to attend, and cannot or do not wish to give the place to someone else in your organisation, we **may** accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the originally booked event.

Such a transfer will be on condition that we are informed in writing of your intentions four weeks prior to the originally booked event. Bookings can only be transferred once.

If you are unable to attend, and not in a position either to transfer your place to another person or to another event, then the following charges will apply:

Cancellation charges - training courses

- **16-12 weeks before the course:** 25% of the fee
- **12-8 weeks before the course:** 50% of the fee
- **8-2 weeks before the course:** 75% of the fee
- **Less than 14 days before the course:** 100% of the fee

Please note that full payment is required for non-attendance on a booking that has been transferred