



# CANCELLATIONS TERMS

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## PUBLIC COURSES

Cancellations must be in writing and the following terms apply:  
over 31 days notice full refund, 21-31 days' notice 50% charge;  
less than 21 days' notice full fee payable, no transfers or refunds.

For delegates who fail to attend for any reason the full fee is payable; substitute delegates will be welcome with no penalty charge as long as they can fulfil the enrolment criteria.

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## IN-COMPANY COURSES

Cancellations must be in writing and the following terms apply:  
14-31 days notice 25% of daily rate;  
less than 14 days notice full daily rate payable.