



Giving hope to grieving children

Winston's Wish Training Cancellation Policy

We understand that sometimes plans have to change. If you are unable to attend the training day you have booked with us, there are a number of options.

Transfer your place to another individual

If you are unable to attend the course you have booked onto, you are welcome to transfer the place to a colleague from within or outside of your organisation. If this is the case, we require that you notify us of this change as soon as possible. Responsibility for payment for the training lies with the original booker if transferred to an outside organisation. If dietary and access requirements (if applicable) are different to your own, we would need a minimum of 7 days' notice to ensure that the venue is able to accommodate the change.

Transfer your place to another date

If you are unable to attend and it is not possible to transfer the place to a colleague, then it may be possible to transfer your booking to another date when the same course is planned within 12 months. This will depend on the availability of spaces on subsequent dates and the notice you are able to give us. We are only able to transfer the date of your booking once.

Cancellation

If neither of these will work for you and you need to cancel your place completely, then the following charges will apply:

- More than 8 weeks before the course 25% of the fee
- 6-8 weeks before the course 50% of the fee
- 4-6 weeks before the course 75% of the fee
- Less than 4 weeks before the course 100% of the fee

If you have any questions about our cancellation policy, please contact us on 01242 515157.