



Event Cancellation and Refund Policy

1. Cancellations must be advised in writing at least three full working days prior to the date of the course or event.
2. All cancellations and refunds will incur an administration fee to cover the costs.
3. If we do not receive a cancellation notice within three full working days prior to the course or event commencing, or if a participant fails to show on the day, full fees/costs will be payable.
4. A replacement participant is welcome at any stage prior to the course or event commencing at no additional cost. Please provide us with the details as soon as possible.

We are sure that you will understand that once reservations have been received the place has been set aside for you and can no longer be provided to someone else and costs incurred; often with catering having been confirmed with a venue.