

## Cancellation Policies

### Training Courses

**Open courses, including Webinars**, advertised on this web site and elsewhere that are open to all.

- (a) A delegate who has registered and paid the course fee and gives a written or emailed notice of withdrawal at least FIVE working days prior to the date of the course may either claim a full refund or opt to transfer to another course.
- (b) A delegate who has registered but not paid the course fee and gives a written or emailed notice of withdrawal at least FIVE working days prior to the date of the course will incur no charge.
- (c) A delegate who has registered and fails to give written or emailed notice of withdrawal at least FIVE working days prior to the date of the course or who fails to attend the course, whether or not the course fee has been paid, will be charged the full course fee.
- (d) If the Company cancels the course for any reason it will notify all registered delegates by email at least five working days prior to the date of the course. Delegates who have paid the course fee may either claim a full refund or opt to transfer to another course.
- (e) The Company will take into consideration a delegate's claim of extenuating circumstances for not complying with either (a), (b) or (c) above before making a decision as to a refund or no charge. The Company's decision will be final.

### Consultancy, In-House Training Courses & Meetings

Please refer to SERVICES TERMS AND CONDITIONS

### Membership

Please refer to TFC MEMBERSHIP TERMS AND CONDITIONS

### Contact Details for Regarding Cancellations

Please contact Colin Roberts:

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March 2011

