

## Cancellation Policy – Kersia Training Courses

### Individuals

We acknowledge that, on occasion, the cancellation of enrolment on training courses is unavoidable and necessary from either a personal or business perspective.

If you are unable to attend or no longer require a place on a training course, please provide suitable notice of cancellation at least **10 working days** prior to the course start date. Failure to provide notice will result in you or your company being charged the full training course fee.

A cancellation charge will not be applied if someone else from your company is nominated to attend the training course in your place.

We require confirmation of cancellation or changes to the booking by the delegate and / or the person who registered the original course booking.

A cancellation fee will also apply to non-attendance of part of a course that covers more than one day. If there are extenuating circumstances, Kersia UK requests that a manager from your organisation contact the Kersia UK Training Manager to advise of these circumstances and discuss potential alternative options.

### In-house courses or group events

If your company no longer requires a training course that has been agreed, your company representative manager is required to provide notice of cancellation of the booking.

The following charges will apply:

- Within 1 month (20 working days) prior to the course date – 25% of charges apply
- Within 2 weeks (10 working days) prior to the course date – 50% of charges apply
- Within 1 week (5 working days) prior to the course date – 100% of charges apply

Notice of cancellation must be in writing or email to the Kersia UK Training Manager. Failure to provide any notice will result in the company being charged the full fee for the training course.

We acknowledge that, on occasion, it may be necessary to reschedule training courses due to extenuating circumstances. In these situations, Kersia UK will make every effort to be flexible towards any requested changes. With this in mind, we will not charge for cancellation if at least one month (20 working days) is given and the rescheduled date is agreed within a three-month period after the original scheduled date of delivery.

### Course cancellation initiated by Kersia UK

On occasion it may be necessary for training courses to be cancelled, postponed, or rescheduled by our company (Kersia UK). In the unfortunate event of this happening, the Kersia UK Training Manager will send an email to all delegates who are registered to attend the course / the person who has booked the course, to advise and inform the relevant people of the cancellation. Where possible a new date for the course will be provided to enable re-registration onto the next available and suitable course. We will endeavour to give at least 2 weeks (10 working days) notice prior to the course start date.

### Refunds

We will endeavour to process all refunds within 5 working days.

Signed:

A handwritten signature in black ink that reads "Darren Saunders". The signature is written in a cursive, flowing style.

Technical Services Director – Darren Saunders