

TRAINING CANCELLATION POLICY

Claire Warden Ltd (referred to in this document as 'the company') is committed to providing high quality training for all its customers. We recognise that on occasion customers may book onto a training event or book their own in-house training event and subsequently find that they are either unable to attend or unable to run the event. In these situations we ask that customers notify us of their need to cancel an event booking as soon as possible.

Similarly, the company may, on occasion, find it necessary to cancel an event and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

The information below outlines the action to be taken by either party in case of cancellation.

1.0 Cancellation by customers on company training events for which there is an attendance charge:

1.1 General

If you need to cancel your booking/s for a chargeable event, which is charged on a per head basis, our cancellation policy is as follows:

1.1.1 Please send/give cancellation details to the event organiser by email or by telephone.

1.1.2 Please inform the event organiser if you wish to send a replacement delegate, including their specific requirements (e.g. diet, access, etc), so that we can ensure that we offer them the best possible service at the event.

1.2 Cancellation charges

1.2.1 If you notify the company of your cancellation **up to two weeks prior** to the event, there will either be no charge or we will provide a full refund if you have paid in advance or we will offer to transfer your booking/credit to another event.

1.2.2 If you notify the company of your cancellation **less than two weeks prior** to the event, either 50% of the full fee will be payable or we will refund 50% of the full fee payable if you

have paid fully in advance or we will offer to transfer your booking/credit to another event.

1.2.3 If you notify the company of your cancellation **less than one week prior** to the event the full fee will be payable.

1.2.4 Where you have booked a place at an event and **do not attend** without notifying the company of your cancellation the full fee will be payable.

2.0 Cancellation by customers who have booked a trainer for their own in-house training event:

2.1 General

If you need to cancel your booking/s for your own in-house event, our cancellation policy is as follows:

2.1.1 Please inform the event organiser at the earliest possible opportunity of the need to cancel the event. Please do so by email or by telephone, and please try, wherever possible, to ensure that they have received and understood your cancellation details.

2.1.2 Please provide up-to-date contact details, which relate to your cancellation. These are required in case we need to confirm any details associated with your cancellation.

2.1.3 The 'full fee' referred to in Section 2.2 will normally mean the fee chargeable for the trainer/speaker and does not include expenses which would have been incurred had the event taken place. The only exception to this is where special arrangements have been made which have incurred non-refundable expenses for the company, such as accommodation and travel, which are specific to the event, in which case these will be included within the 'full fee'.

2.2 Cancellation charges

2.2.1 If you notify the company of your cancellation **up to four weeks prior** to the event, there will either be no charge or we will provide a full refund if you have paid in advance or we will offer to transfer your booking/credit to another event.

2.2.2 If you notify the company of your cancellation **between four and two weeks prior** to the event, either 50% of the full fee will be payable or we will refund 50% of the full fee payable if you have paid fully in advance or we will offer to transfer your booking/credit to another event.

2.2.4 If you notify the company of your cancellation **less than two weeks prior** to the event the full fee will be payable.

2.2.5 If the event has to be cancelled on the day due to events outwith the control of the company the full fee, including any

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associated travel and accommodation expenses, will be payable.

3.0 Cancellation of an event by the company:

- 3.1 The company is committed to offering high quality events that meet the needs of customers and will always strive to run events once customers have confirmed bookings or where an in-house event has been booked with us. Occasionally circumstances may arise which result in the need to cancel an event. If this is the case the company will take active and positive steps to inform you as soon as possible by phone and/or email. The company reserves the right to modify or cancel any event if unforeseen circumstances arise, but we will do our utmost to avoid doing so.
- 3.2 Where the company cancels an event that you have paid to attend, we will offer you a full refund (or a credit transfer for a future event if you would prefer). Full advice on refunds/credits will be provided at the time of cancellation.
- 3.3 In the case of the company having to cancel an in-house event for a specific client we will refund any expenses which have been incurred by the client and which cannot be reclaimed. Evidence of expenses incurred may be requested at the company's discretion.

4.0 Variation to the Cancellation Policy

The company reserves the right to vary this policy in the customer's favour in mitigating circumstances and/or if it sees fit to do so in the light of other discussions or arrangements.

5.0 Policy Clarification

If you wish to clarify any aspect of this policy then please contact the company as below.