



## **Training Course cancellation policy**

If you are unable to attend the course you are booked on you may substitute, by prior arrangement and after notifying us in writing (including email), someone else from your organisation.

If you are unable to attend, and cannot or do not wish to give the place to someone else in your organisation, we may accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the original booked event.

Such a transfer will be on condition that we are informed in writing (including email) of your intentions four weeks prior to the original booked event. Booking can only be transferred once.

If you are unable to attend, and not in a position to either transfer your place to another person or another event the following charges will apply:

- 16-12 weeks before the course – 25% of the full fee
- 12-8 weeks before the course – 50% of the full fee
- 8-2 weeks before the course – 75% of the full fee
- Less than 14 days before the course – 100% of the full fee

Please note that full payment is required for non-attendance on a booking that has been transferred.

If you have any questions about this cancellation policy please contact us:

Phone – 0116 2544341

Email – [info@thelauracentre.org.uk](mailto:info@thelauracentre.org.uk)