

Charging and Cancellation Policy

Course charges

- Charges for individual courses can be found in the individual course details.
- Charges will either be made at point of booking or no later than 28 days before the course start date.

Course cancellation

- CSD Learning and Development reserves the right to cancel or reschedule any course. The course will only run if the set minimum of delegates has been reached and delegates will be notified as soon as possible.
- Where a manager has commissioned a full course and has subsequently cancelled it 21 days or less prior to the course date, this will incur a cancellation fee equivalent to the full cost of the course.

Delegate cancellation

- Where a delegate cancels their place on a course 21 days or less prior to the course date, their manager may replace the delegate at no charge **or** incur a cancellation fee equivalent to the full cost of the course.
- Some courses are paid for centrally and not charged out to the individual delegates. In the event of a delegate cancelling their place on a non-chargeable course, their manager may replace the delegate at no charge as above, **or** incur a cancellation fee of £100 for a whole day and £50 for a half day to reflect the cost of the vacant place.

Delegate non-attendance

- In the event of non-attendance on the day, there will be no refund of the fee.