

## **CPGM Healthcare Limited Cancellation Policy**

### **1. Payment terms**

Our standard payment terms is that payment is taken at booking unless otherwise stated. If payment by invoice has been previously agreed, the payment needs to be made prior to attendance of the course start date.

### **2. Credit terms**

Unfortunately we do not offer credit terms.

### **3. Course bookings**

Bookings may be made by email, via the CHL website or by fax, letter or phone. Telephone bookings must be confirmed in writing upon request.

### **4. Transfers**

Should circumstances mean that you need to transfer to another course we will do our best to accommodate depending on availability.

### **5. Cancellations**

We understand things change so we try to be as fair as possible - should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

More than two days' notice - No cancellation charge.

Less than two days prior to the course - full fee.

NB Cancellation must be made in writing and received by CHL by the due date.

### **6. Non-attendance**

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

### **7. Late arrivals/missed sessions**

If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

### **8. Unforeseen circumstances**

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

### **9. VAT**

All course fees are subject to the current VAT (valid exemptions only).

23/05/2018