



## Waterside Training Limited Cancellation & Transfer Policy

### Written Cancellation & Transfer of Notice

If a client wishes to cancel or transfer an order that has been placed with Waterside then written notice must be provided from the booker of the course. The date of notice will be the date an email is sent to Waterside, or the date the notice is received by post at Waterside's offices. If an email is sent outside of Waterside's normal office working hours, it will be deemed the notice was received on the following working day.

### Cancellation Terms:

The following charges apply when an order is cancelled:

CANCELLATION NOTICE RECEIVED:	CHARGES PAYABLE:
<b>More than 20 working days prior to a course starting</b>	<b>£50 Administration Charge</b>
<b>14 working days prior to a course starting</b>	<b>50% of the course fee payable</b>
<b>Less than 10 working days prior to a course starting or no attendance</b>	<b>100% of the course fee payable</b>

### Refunds

Where payment is taken during booking, Waterside will refund the Client the monies paid less the charges above where applicable.

### Transfer Terms

Transfers of the delegates to alternative dates may be possible at the discretion of Waterside, and an additional charge will apply at £50.00 per transfer.