



Cancellation Policy September 2018

Places on the courses are limited and are allocated on a first come first served basis.

The contract between Conduct Academy Ltd and you, the delegate/delegate's representative starts once we send you the 'booking' email confirming your order.

You have the right to cancel your booking within 7 working days of the order date. We must receive the cancellation in writing (email) followed by a telephone call to ensure the cancellation notice has been received. If you meet these requirements you will receive a full refund.

All cancellations received after 7 working days but 28 days before the course date will receive a refund less 20% plus an administrative fee of £25. Cancellation must be received in writing (email) followed by a telephone call to ensure the cancellation notice has been received.

All cancellations received between 27 days and 7 days before the course date will receive a refund less 50% plus an administrative fee of £25. Cancellation must be received in writing (email) followed by a telephone call to ensure the cancellation notice has been received.

All cancellations received less than 7 days before the course date will not be entitled to receive a refund of any part of the course fees. The course fees remain payable and are non-refundable.

All refunds will be made to the same bank account that the original payment/deposit originated from.

Conduct Academy Ltd reserves the right to change the course speaker, course content specifics, date and venue of the courses.

If it is necessary to cancel a course delegates will receive a full refund of course fees, but Conduct Academy Ltd will not be responsible for any additional costs incurred by the delegate including travel and accommodation expenses.

For further information regarding new or existing bookings, please contact:
info@conductacademy.com

www.conductacademy.com