

CANCELLATION POLICY



In the event of cancellations, please inform Outreach Rescue as soon as possible. We will typically help as best as possible to transfer the delegate to another date that works, change for another delegate on the same course or cancel the place. Our standard cancellation policy is as follows:

| | |
|-----------------------|--|
| 8+ weeks notice | <ul style="list-style-type: none">• Cancellation - free of charge• Change of delegate - free of charge• Transfer to another course - free of charge |
| 4-8 weeks notice | <ul style="list-style-type: none">• Cancellation - 50% fee*• Change of delegate - free of charge• Transfer to another course - £40 admin fee |
| 1-4 weeks notice | <ul style="list-style-type: none">• Cancellation - 100% fee*• Change of delegate - free of charge**• Transfer to another course - Not offered |
| 1 week or less notice | <ul style="list-style-type: none">• Cancellation - 100% fee*• Change of delegate - Situationally dependant**• Transfer to another course - Not offered |

- Contact Outreach Rescue as soon as possible in the event you need to cancel or change a course booking.
- Cancellation or changes can only be made by the person who originally booked the course, please speak to your training manager or equivalent to make changes.
- *Fees are the combined cost of course fees plus accommodation fees where booked and will be subject to VAT.
- ** Many courses have essential pre-course learning; it is essential you leave sufficient time for any new delegate to complete necessary pre-course learning so as not to adversely affect a course. On this basis, we reserve the right to only offer changes of delegates at less than a week's notice at our discretion.
- Some courses require enrolment with 3rd parties, any enrolment fee already incurred will be payable in the event of a change of delegate or cancellation, and we reserve the right to deny a change of delegate if enrolment cannot be processed in time.
- If we have specifically listed a course for you based on minimum attendance, we reserve the right to charge for this minimum number.
- We recommend having a standby delegate available within your organisation to fill a course place should you have a late cancellation to lessen any financial burden and to ensure viable numbers on courses.