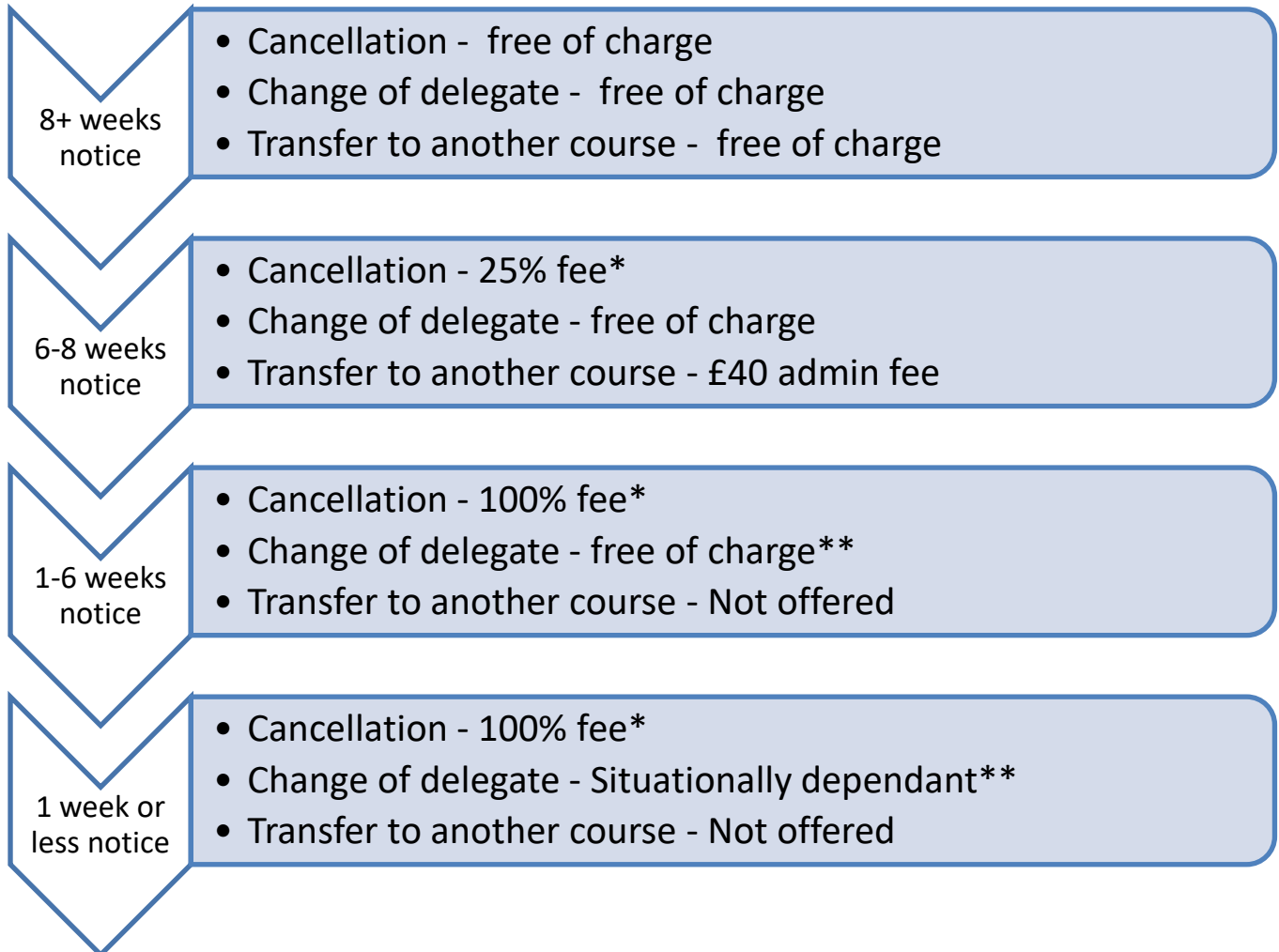


# CANCELLATION POLICY



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. This is our standard policy, at our discretion we may be able to be more accommodating than the following:



- 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 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.