

### **Cancellation policy – Training Courses**

It is very important that you inform TJ Audiology Services if you are unable to attend the course as soon as possible. If you are unable to attend please call Tracy James on 07984495019 or email [tjaudiology@outlook.com](mailto:tjaudiology@outlook.com)

Individual bookings: Refunds of the cost of the course fee per person will be given with more than one calendar months' notice. With less than one calendar months' notice, your course fee cannot be refunded but you may be able to attend another course in the future if your space can be filled.

Group bookings / Tailor-made courses: If the whole group / course is cancelled, then half the cost of the course fee can be refunded with more than one calendar months' notice. With less than one calendar months' notice, the course fee cannot be refunded. Substitutions within the group are possible, but course fees cannot be changed if individuals drop out.

Occasionally, courses can be cancelled due to low numbers. In such a circumstance, TJ Audiology would give delegates as much notice as possible, and at least 7 day's notice. There is also a small risk that cancellations could occur with fewer than 7 days notice due to unforeseen circumstances (e.g. illness).

In the event that TJ Audiology Services needs to cancel a course, we will be able to provide a full refund for the cost of the course or move your booking onto the next course. Unfortunately, TJ Audiology Services is unable to refund any



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personal, accommodation or travel costs incurred as a result of the course booking.

It is therefore recommended that any travel or accommodation arrangements made in advance of the course date(s) are fully refundable.

