



## **Training Course Cancellation Policy**

- Cancellation up to 10 working days before the course date = no charge.
- Cancellation between 5 and 10 working days before the course date = 50% of the course fee will be due.
- Cancellation 5 or less working days before the course date = 100% of the course fee will be due.
- Delegate 'no show' = 100% of the course fee will be due.
- Fire Foam Services Ltd reserves the right to cancel or postpone a Course Booking as a result of circumstances beyond its reasonable control. In such an event, Fire Foam Services will give as much notice as possible to the Client, however this could be at short notice. The Client shall have the option to reschedule a cancelled or postponed course to a preferred date agreed with Fire Foam Services or receive a refund for any payment made to Fire Foam Services in respect of any training courses not delivered.
- Note there is a minimum of 2 attendees required to run the course, in the event only one attendee has booked a date, Fire Foam Services will either reschedule the course to a preferred date agreed with the client, offer a full refund or run the course at the premium rate.