



Cancellations and Refund Policy

1. Individuals or businesses purchasing places on open programmes:

- 1.1. Payment will be taken in full at time of booking.
- 1.2. Place(s) may be cancelled at any time, with the following percentages of the original fee refunded:

Cancellation notice given	Percentage refund
Greater than one calendar month	100%
Less than one month, more than 14 days	75%
8 to 14 days	50%
7 days or less	0

2. Individuals or businesses purchasing core development programmes for sole use:

- 2.1. A payment arrangement will be made to suit your purposes and the programme required at time of booking.
- 2.2. Cancellations can be made at any time with the following percentages of the full cost charged:

Cancellation notice given	Percentage of full cost due
Greater than two calendar months	0
Between one and two calendar months	20%
Less than one month, more than 14 days	50%
8 to 14 days	75%
7 days or less	100%

3. Bespoke services, including training, coaching and consultancy:

- 3.1. All bespoke services will be arranged with a bespoke fee and cancellation agreement.
- 3.2. A retainer fee will usually be applicable.

4. Postponements and fee waivers:

- 4.1. It may be possible to waive or reduce any of the above fees if the booking is postponed or transferred to another open programme, where applicable. This is available on a discretionary basis only and is not guaranteed.

5. To request a cancellation refund or postponement, please contact us using the details provided at time of booking.