

Booking Terms and Conditions

Cancellation of Course Booking

1. We offer a 10 day cooling off period, from receipt of payment.
2. More than 16 weeks prior to the course will incur 25% of full course fee.
3. Between 4 and 16 weeks prior to course will incur 50% of full course fee.
4. Less than 4 weeks prior to course will incur 100% of full course fee.
5. In the event of the course being cancelled by SCNLH, a full refund of your course fee will be made. Please note that we are unable to cover any other expenditure you may have incurred (eg travel arrangements).

Deferment (Once Only)

1. Deferment within 10 days of receipt of payment for the course incurs no fee.
2. More than 16 weeks prior to course will incur 10% of full course fee.
3. Between 4 and 16 weeks prior to course will incur 25% of full course fee.
4. Less than 4 weeks prior to course will incur 50% of full course fee.
5. In the event of the course being deferred by SCNLH, an alternative date for the course will be offered.

Non Attendance

1. Deferment - requires an additional 75% of full course fee to guarantee transfer to a future course.
2. Cancellation - incurs 100% of full course fee to cover venue and delegate costs.