

## **CANCELLATION POLICY**

### **L.E.A.D. EQUATE TSA**

#### **TERMS AND CONDITIONS OF BOOKING**

- Completing Eventbrite commits you to pay the attendance or cancellation fee.
- L.E.A.D. Equate TSA reserves the right to make changes to its events, including content, timings, dates and venue.
- L.E.A.D. Equate TSA has to cancel a course or event you will be offered a place on an equivalent course/event within a 12 month period. If no suitable course/event is available a full refund will be issued if the programme has been paid for in advance.

#### **PAYMENT**

- Courses and events will be charged at the price shown on Eventbrite at the time of booking.
- Academies within the Trust will have this fee deducted from their subscription, all other delegates will be expected to complete the payment process within Eventbrite.

#### **CANCELLING OR CHANGING YOUR BOOKING**

- If you need to cancel your booking please inform us by email or telephone immediately.
- A substitute delegate may attend at no extra charge but please inform us that this will be the case ahead of time.
- Cancellations will incur the following charges:

<input type="checkbox"/> 15 or more working days prior to the event	<b>no charge</b>
<input type="checkbox"/> Cancellation less than 15 working days prior to the event will apply	<b>full charge</b>
<input type="checkbox"/> Non-attendance at the event (except in exceptional circumstances) will apply	<b>full charge</b>