

## Cancellation Policy for All Training and Events

This policy will apply to all WDCVS training courses, events and network meetings. Any appeals or special circumstances will be dealt with by the Chief Officer.

In the event of cancellation by a participant:

- Giving 14 days-notice a full refund will be given or no charge will be made for a free course
- Giving between 7 and 14 days-notice a 50% refund will be given or a 50% invoice issued where a place has been booked but no payment yet made
- Giving less than 7 days-notice no refund will be given or 100% invoice issued where a place has been booked but no payment yet made.

In the case of free courses, a £10 administration fee will be charged for cancellations made giving less than 7 days-notice.

Any course cancellation must be in writing and emailed to [info@wdcvs.com](mailto:info@wdcvs.com)

Or sent to: WDCVS, Arcadia Business Centre, Miller Lane, Clydebank, G81 1UJ. You must include:

- Name(s) of those booked
- Name of the person making the booking (if different to the above)
- Course details of what you are booked onto
- Reason for cancellation.
- Total amount you have paid

WDCVS has no obligation to give a refund once the course has already started, unless in exceptional circumstances, which is at the discretion of the Chief Officer.

In the event of cancellation by WDCVS:

- Courses may be cancelled if numbers are not sufficient for the course to run.
- In such circumstances, participants will be entitled to a full refund. This refund will be made within 10 working days of the cancellation.