

## Cancellation Policy

We ask that the postponement or cancellations of booked training services are only made in absolute extreme circumstances, and that every effort is made to avoid this from happening. If you have to cancel a service being provided we ask that this is made as soon as you can, at least fourteen days before the training date (this term includes non-working days).

The terms of the cancellation policy are:

- Cancel in advance of 14 days = No Cancellation Fee Charged
- Cancel within 14 days = 50% of the Total Service Fee Charged
- Cancel within 24 hours of the training day = Full Fee Charged

In the very unlikely event that Ringway Training have to cancel an agreed date, 100% of monies paid will be returned in full. Alternatively, the date can be re-arranged if you are happy to do this.

**Anybody who requires further explanations of this procedure should contact Mark Mallender (Managing Director) on 01625 520 434 or at [mark@ringwaytraining.co.uk](mailto:mark@ringwaytraining.co.uk)**

Issue	Change	Date	Author	Approver
1	First original edition	1/9/2011	Mark Mallender	Richard Butler
2	No changes made	1/9/2012	Mark Mallender	Richard Butler
3	No changes made	1/9/2013	Mark Mallender	Richard Butler
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