



Animal Health Trust CPD Course Cancellation Policy

Course cancellation by delegate

This cancellation policy applies to any applicant who cannot attend or who does not arrive for an event for which a confirmed place has been allocated.

- All cancellations must be sent by email to cpd@aht.org.uk and received at least **two weeks** before the start of the event.
- All cancellations received less than **two weeks** before the event start date will be charged at full cost unless the place is taken by another colleague.
- If a delegate is unable to attend due to illness they must be able to provide a valid doctor's certificate. Cases of non-attendance due to bereavement, special leave, or having to attend court in a professional capacity will be considered. In such instances a £25 cancellation fee will still apply to cover the incurred costs.

If delegate cancels within two weeks of the event	No refund
If delegate cancels less than 30 days prior to the event	Full refund, less £25 cancellation fee
If delegate cancels more than 30 days prior to the event	Full refund

Course cancellation by course organisers

In the event that a course has to be cancelled, a minimum of 10 working days' notice of cancellation will be given to participants. If late cancellations affect the viability of the course, participants will be informed by email as soon as possible.

In the case of last minute unforeseen circumstances, i.e. bad weather conditions or tutor illness, delegates will be notified by email as soon as the circumstance is known where possible.

In the case of course cancellation by the organisers, participants will not be charged and the organisers will try to ensure that participants are sent information about equivalent courses or offered a full refund.

Animal Health Trust
Lanwades Park, Kentford, Newmarket,
Suffolk CB8 7UU
Telephone: 01638 552700
Fax: 01638 555600
Email: cpd@aht.org.uk
www.ahtreferrals.co.uk

Registered Charity No: 209642