

## Cancellation Policy

The Charity Retail Association makes every effort to ensure that training courses and seminars we organise take place as planned. Unfortunately, sometimes unforeseen circumstances may affect their viability in which case the following cancellation policy applies to each delegate booking.

### Cancellation of a Course or Conference by the Association

If we cancel a previously advertised course or conference, then a delegate is entitled to:

- A full refund of the registration fee paid for the course or conference
- Instead of a refund, the option to have his/her registration fee transferred to the next scheduled course or conference provided by the Charity Retail Association of his/her choice to which the same registration fee applies

Happily this is something that rarely occurs.

### Cancellation of Attendance by a Delegate

If a registered delegate is unable to attend the course or conference he/she should:

- Telephone the Association as soon as possible on 020 7697 4080 to inform us and discuss their options, such as transferring the booking to another date or requesting a refund
- All cancellations should also be made in writing to our Events Officer at [Julia@charityretail.org.uk](mailto:Julia@charityretail.org.uk)

Details of the delegate attending the course or conference can be changed to another delegate free of charge, please follow the instructions above to do so.

### Refund Policy

#### Training Courses and Seminars

- For cancellations 4 weeks or more before the training date, 100% of the fee will be refunded
- For cancellations 2 weeks or more, but less than 4 weeks before the training date, 50% of the fee will be refunded
- For cancellations less than 2 weeks before the training date, no refunds will be made

Free courses may incur non attendance charges, please check individual courses for details.

#### Charity Retail Conference

- For cancellations 8 weeks or more before conference (1 May 2017 or earlier), 75% of the conference fee will be refunded
- For cancellations 4 weeks or more, but less than 8 weeks before conference (29 May 2017 – 2 May 2017), 50% of the fee will be refunded
- For cancellations less than 4 weeks before conference (30 May 2017 or later), no refunds will be made