



## **Cancellation Policy**

- Cancellation up to 5 working days before the course date = 100% refund
- Cancellation between 3 and 5 working days before the course date = 0% refund, attendees can reschedule to a new date with no charge.
- Cancellation two or less working days before the course date = 0% refund, no entitlement to reschedule a new date.
- Delegate 'no show' = 0% refund
- Fire Foam Training reserves the right to cancel or postpone a Course Booking as a result of circumstances beyond its reasonable control. In such an event, Fire Foam Training will give as much notice as possible to the Client, however this could be at short notice. The Client shall have the option to reschedule a cancelled or postponed course to a preferred date agreed with Fire Foam Training or receive a refund for any payment made to Fire Foam Training in respect of any training courses not delivered.
- Note there is a minimum of 2 attendees required to run the course, in the event only one attendee has booked a date, Fire Foam Training will either reschedule the course to a preferred date agreed with the client, offer a full refund or run the course for a premium rate.