



Clevedon Hall, Clevedon, Bristol, North Somerset, BS21 7RQ
01275 795827 or email info@delegatedservices.org

DS TRAINING BOOKING & CANCELLATION POLICY

At DS we understand that occasionally things come up beyond your control. We will endeavour to rearrange to a different time and date where possible, but do need to bring to your attention the DS Booking & Cancellation policy which is as follows:-

When booking your training course{s}, please note that you will be invoiced straight away & prompt payment required, which will guarantee your booking{s}.

If you need to cancel the course for any reason, please let us know as soon as possible.

Please send an email with your request to cancel to:-

bill.crocker@delegatedservices.org and shelley.brown@delegatedservices.org

We reserve the right to apply the following cancellation charges:

- More than 30 days* notice of cancellation: NIL
- Between 17-30 days* notice of cancellation: 50% of course fee payable
- Less than 17 days* notice: 100% of course fee payable

NB "days" are defined as term-time days only, but do include weekends and bank holidays that fall within term-time.