

# Cancellation Policy

To cancel your place on the course, you must submit a written notice to [cycj@strath.ac.uk](mailto:cycj@strath.ac.uk), at least 28 days before the event for a full refund. Due to high demand, we maintain a waiting list for this event. If you're unable to attend, you may send a named substitute in your place.

We reserve the right to cancel or reschedule the training if there are insufficient attendee numbers to ensure a high-quality training experience, or for other reasons resulting from events, circumstances or causes beyond our reasonable control.

## Cancellation Fees

- 28 days or more prior to the event: Full refund, or you may send a named substitute, or transfer your booking to a future date (as determined by CYCJ).
- 14-27 days prior to the event: 50% refund, or you may send a named substitute, or transfer your booking to a future date (as determined by CYCJ).
- Less than 14 days before the event: No refund, but you may send a named substitute or transfer your booking to a future date (as determined by CYCJ).

## Cancellation, reschedule or postponement of an Event/Training/Webinar by CYCJ

- Wherever possible, CYCJ will contact you in advance to advise we will be cancelling an event, unless an emergency requires us to cancel the event on the day.
- In the unlikely event that the course is cancelled by the provider (CYCJ), a full refund will be issued or an alternative date offered. We will not be held responsible for refunds or for any resulting costs you may incur for travel, accommodation, any other related goods or service or other compensation.
- If you are entitled to a refund where the original booking was made using a credit or debit card, the amount due to you, will be refunded to the respective card.
- Refunds will not be issued once an event has taken place due to your non-attendance at the event. If you do not attend, your tickets are made void.
- This Ticket Purchase Policy shall not affect your consumer statutory rights.

## General

- You must inform us (CYCJ) of any change of your phone number or email address both before and after receipt of the booking and before the event for which you purchased tickets, takes place. Email is the preferred method of communication so please provide a valid email address and be aware that your email filter settings may treat outgoing emails as spam or direct them to your junk folder therefore your settings may require to be adjusted.
- Before finalising your order, please read all the information that applies to the event/training and ticket purchase. If you or anyone in your party has specific requirements, please raise this when booking and we will endeavour to assist you. There can be no guarantee that requirements can be met if notified on the day.