



Snowdrop training cancellation policy

This policy applies to Snowdrop training courses which are booked by individuals

Substitution / transfer

If you are unable to attend the course you are booked on you may substitute, by prior arrangement and after notifying us in writing, someone else from your organisation.

If you are unable to attend and cannot or do not wish to give the place to someone else in your organisation, we may accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the originally booked event. Such a transfer will be on the condition that we are informed in writing of your intentions two weeks before the originally booked event. Bookings can only be transferred once.

Cancellation / non-attendance

If you are unable to attend, and not in a position to either transfer your place to another person or another event the following charges will apply:

- 12 - 6 weeks before the course – 50% of the full course fee
- 6 - 2 weeks before the course – 75% of the full course fee
- Less than 14 days before the course – 100% of the full course fee

Please note that full payment is required for non-attendance on a booking that has been transferred.

Minimum number of delegates

In order to ensure the best learning experience possible, there will be a minimum number of delegates required for each course to run effectively. Therefore, if minimum course thresholds have not been met, the Snowdrop Project reserve the right to cancel the course. Cancellations made in this circumstance by the Snowdrop Project will be communicated to delegates within one week of the course start date. Delegates will be offered a new course date and transferred to the next available course. If the delegate is not able to attend on the alternative date given, a full refund will be made available.

Additional information

Please remember that the Snowdrop Project is a registered charity and these circumstances will have an impact on our work. We're extremely grateful for your continued support and look forward to meeting your future training requirements.

If you have any questions about this cancellation policy, please contact us:

Phone – 0333 880 5008

Email – info@snowdropproject.co.uk