



Freedom from debt
Hope for the future

CMA Online Training Booking Cancellation/Refund Policy

- If a delegate is unable to attend a booked course for personal reasons and wishes to re-book, the booking will be transferred to an alternative date by mutual agreement.
- If a delegate wishes to cancel a booked course for personal reasons and not rearrange, any hard copy training materials supplied, need to be returned to CMA Head Office (*return postage costs are the responsibility of the delegate and will not be refunded*).
- For refund requests made up to 10 days or more before a training date, a full refund will be made on receipt of the return of the hard copy training materials. If the materials are not returned and a refund is still requested, £10 will be deducted for each training manual not returned, from the fees paid and the balance will be refunded.
- For refund requests made less than 10 days before the training date, a full refund will be made on receipt of the return of the hard copy training materials and the vacant training place being filled. If the materials are not returned and a refund is still requested, £10 will be deducted for each training manual not returned, from the fees paid and the balance will be refunded, subject to the place being filled. If the place is not able to be filled, then refunds will be at the discretion of CMA Training.
- If CMA is required to cancel a training day, a re-arranged date will be agreed and booked delegates invited to attend. Should the delegate be unable to attend the revised date, alternative dates will be offered. Should the delegate be unable to attend any of the revised dates and wishes to cancel, any hard copy training materials need to be returned to CMA Head Office and on receipt, CMA will make a full refund of any training fees paid *including any postage costs incurred for the return of the materials*.
- Any questions regarding this policy should be addressed to:
training@communitymoneyadvice.com