

## CMA Training Booking Cancellation Policy

It is expected that all bookings to attend CMA training days, will be honoured by both CMA as the training provider and the booked delegate as the customer.

All requests to cancel/amend a booking must be emailed to:  
[training@communitymoneyadvice.com](mailto:training@communitymoneyadvice.com)

If the email request for cancellation or amendment is received **more than 14 days** before the booked training date, we will contact you to agree one of the following:

- the booked delegate attending an alternative available training date.
- holding a credit for a future booking.
- arranging a refund if requested.

If not immediately agreeing an alternative date, any hard copy materials previously supplied for the booked training, must be returned to CMA Head Office.

If the email request for cancellation or amendment is received **within 14 days** of the booked training date, we will contact you to discuss the circumstances surrounding the request. Any changes we agree to, as regards arranging an alternative date(s), holding a credit or arranging a refund, will be subject to our discussions with you and may take into account the following factors:

- whether the request is due to an emergency situation.
- how soon before the booked training date the request is received.
- whether the training course remains viable, based on the remaining numbers of delegates.

If not immediately agreeing an alternative date, any hard copy materials previously supplied for the booked training must be returned to CMA Head Office.

If a delegate does not attend a booked training day within 30 minutes of the planned start time and no prior notice is received by CMA Training, the course fee will be forfeited in full and any future attendance will need to be re-booked at the appropriate cost - excepting unavoidable emergency situations.

Hard copy materials previously supplied, will need to be returned to CMA Head Office before any refunds are made. Any unreturned training manuals (or damaged returns) will be charged at £10 each, which will be deducted from any refunds made or credits held. CMA will not pay for any return postage costs.

If CMA is required to cancel a training day, we will attempt to accommodate booked delegates on suitable alternative dates, agree to hold a credit for future training bookings or offer a full unconditional refund and pay the return postage costs for any previously supplied hard copy training materials.

Any questions regarding this policy should be emailed to: [training@communitymoneyadvice.com](mailto:training@communitymoneyadvice.com)