

## **CMA Training Cancellation/Refund Policy**

If the venue/church/booking group cancels a course or a booking, the date will be re-arranged and delegates invited to attend the re-arranged course date. If a delegate is unable to attend the re-arranged date or any alternative dates, then a credit will be held or refund offered.

If an individual delegate is unable to attend a booked course for personal reasons, the normal course of action would be for CMA to hold that booking and payment as a credit against attending a future training day. A refund will only be considered if requested by the delegate because they are unable or unwilling to attend a future course. Each case will be decided on its own merits.

If CMA is required to cancel a training day, a re-arranged date will be agreed and booked delegates will be invited to attend. If they are unable to do so, then a refund will be offered unconditionally or a credit held.

If a delegate does not turn up on a training day and no prior notice is received by CMA, the course fee will be forfeited and any future attendance will need to be re-booked at the appropriate cost.

Hard copy materials supplied will need to be returned to CMA before any refunds are made. Any unreturned training handbooks (or damaged returns) will be charged at £10 each, which will be deducted from any refunds made. If CMA has been required to cancel the training day, we will pay the return postage costs for any hard copy supplied training materials.

Any questions regarding this policy and requests for credits and refunds should be sent to: [training@communitymoneyadvice.com](mailto:training@communitymoneyadvice.com)