



## **Training Event Bookings**

### **Cancellation/Refund Policy**

CMA doesn't wish to have any sort of formal cancellation procedure and wants to continue to work with centres and delegates in as informal a way as possible whilst recognising that sometimes things need to be written down so that all parties know where they stand.

There may be three main scenarios to consider:

- The venue/church/booking group cancel a course. The date would be re-arranged and delegates invited to attend the re-arranged course. If a delegate couldn't attend the re-arranged date then a refund would be considered
- 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 against attending a future course. 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
- CMA is required to cancel a course. A re-arranged date will be agreed and booked delegates invited to attend. If they are unable to do so then a refund will be offered unconditionally

Susan Robinson (CMA Training Co-ordinator) will make any decisions required, in consultation with Rory and Kate, deferring to Heather should this be necessary.

If a trainer receives a direct request for a refund or some other issue regarding delegates booking onto a course then please direct the issue to Susan to deal with.