

Terms and Conditions

Bookings

Booking will only be accepted upon completion of the online booking process.

Course Cancellation

If a course is cancelled, we will aim to provide as much notice as possible.

Course fees will be reimbursed in full. However, we regret that we cannot refund travel or accommodation expenses.

Delegate Cancellations and Transfers

If you decide to cancel your booking up to one week before the course date, you will receive a refund minus an administration charge of £35.

All cancellations must be made in writing.

We regret that no refund is available for cancellations made less than one week before the course. However, please note that replacement trainees are accepted without notice.

Late bookings are subject to the above cancellation policy.

If you wish to transfer to another course, you must notify us in writing at least one week before the course begins. Otherwise, a £35 administration fee will be charged.

Please note that no requests for transfers will be accepted less than three working days prior to the course.

All cancellation and transfer requests should be emailed to training@jcw.org.uk