

NAPIC short course cancellation policy

Terms and conditions

Payment

Payment by debit/credit card should be made at the time of booking via the Online Store. If for exceptional reasons you are unable to book and pay online a purchase order document will be required to support a manual booking process. Our standard payment terms are 30 days from date of invoice however payment must be made prior to attendance. Attendance may be refused if payment has not been received.

Changes made by the University of Leeds

The course programme may have to be re-scheduled, or the speakers changed for reasons outside our control. The University of Leeds reserves the right to cancel or postpone a course, in which case fees will be refunded in full. In the event of cancellation, the University will not be held liable for delegates' travel or accommodation expenses.

Where a delegate cancels a registration

For cancellations made within seven days of booking: a full refund is payable unless the course starts within the next seven days, in which case the full fee is payable and no refunds will be made.

For cancellations made after seven days of booking, the following charges apply based on the date the written cancellation is received:

- More than 8 weeks before the course start date: 20% of the total course fee
- Between 6 weeks and 8 weeks before the course start date: 25% of the total course fee
- Between 4 weeks and 6 weeks before the course start date: 50% of the total course fee
- Less than 4 weeks before the course start date: 100% of the total course fee (no refund payable).

For non-attendance: the full fee is payable, and no refunds will be made.

Appropriate course materials will be sent to the registered delegate.

For the people who have paid by invoice, these dates would be counted from the time of booking confirmation.

In the event of cancellation, the University will not be held liable for or refund any incurred travel or accommodation expenses. Substitutions may be made at any time.