


## Courses and Events Cancellation Policy

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Purpose and Objective:	
<p>This document is the Pragmatic Clinical Trials Unit (PCTU) policy for the cancellation of courses and events that are run by PCTU. The policy will detail the conditions attached to a participant's cancellation on a course or events and establishes the PCTU's right to cancel a course or event.</p>	

### PCTU Course Cancellation

In the unusual event that PCTU have to cancel a course or event, all participants will be refunded in full. Participants will be notified of any cancellations in good time.

### Participant Course Cancellation

If a participant wishes to cancel their place on a course, the following refund conditions are applied:

- If a cancellation request is received in writing *no less than 8 weeks before* the course start date, a full refund will be granted.
- If the cancellation request is received in writing *no less than 6 weeks before* the course start date, a partial refund of 75% will be granted.
- If the cancellation request is received in writing *no less than 4 weeks before* the course start date, a partial refund of 50% will be granted.
- If the cancellation request is received in writing *no less than 2 weeks before* the course start date, a partial refund of 25% will be granted.
- No refund can be issued for cancellations *less than 2 weeks before* the course start date.

Please note, a request made via email will be considered to have been made 'in writing' for the purposes of this policy.

<b>Reference:</b>
N/A

**Document control**

<b>Version</b>	<b>Reason for Changes</b>	<b>Author of changes</b>	<b>Date Approved</b>
<b>1.0</b>	<b>N/A</b>	<b>N/A</b>	<b>19.11.18</b>

