

Training Cancellation Policy

Your Right to Cancel or Transfer

- 1.1 If you have booked onto one of our training courses, you may cancel your booking under the terms in this Cancellation Policy:
 - 1.1.1 Cancellations received **10 working days** or more prior to the training date will be refunded. If the payment has not yet been made, the invoice will be voided.
 - 1.1.2 Cancellations received less than **10 working days** prior to the training date will not be refunded.
- 1.2 If you are unable to attend the training, you may:
 - 1.2.1 Transfer the booking to an alternative person at your organisation. You should contact ISE-training@spso.gov.scot no later than **1 working day** prior to the training date to do so.
 - 1.2.2 Move your booking to a later training date. You should contact ISE-training@spso.gov.scot no later than **10 working days** prior to the training date to do so.
- 1.3 Any request to transfer to another date will be subject to our approval and availability of spaces.
- 1.4 Refunds/transfers due to extenuating circumstances such as bereavement may be provided at the discretion of the SPSO.

Termination or Cancellation by Us

- 1.5 The SPSO reserves the right to cancel or reschedule the course at any time. In these circumstances, you will be offered a full refund of the price paid for the course.