

Training Cancellation Policy

Unfortunately, sometimes when we book things the unexpected happens and our plans go out of the window so we would just like to make you aware of our cancellation policy

If you are unable to attend the course you are booked on, you may substitute, by prior arrangement and after notifying us via email (james.padbury@cardiffmind.org), someone else from your organisation.

Please remember that Cardiff Mind is a registered charity and these circumstances will have a significant impact on our work. We're extremely grateful for your continued support and look forward to meeting your future training requirements.

If someone is unable to attend, and not in a position to substitute their place to another person then sadly the following charges will apply:

Cancellation ...

16-12 weeks before the course: 25% of the fee

12-8 weeks before the course: 50% of the fee

8-2 weeks before the course: 75% of the fee

Less than 14 days before the course: 100% of the fee.

Please note that full payment is required on a booking that has been transferred.

If you have any further questions about our cancellation policy, please contact us on 02920 402040 or email james.padbury@cardiffmind.org.

With Thanks,
Cardiff Mind Training Team