



## Cancellations, refunds and transfers during the covid-19 pandemic

In the light of the impact of the COVID-19 pandemic the usual terms and conditions are suspended to allow flexibility for transfers and cancellations.

We request that if you are intending to request a transfer or to cancel your place you do so as far in advance of the course dates as possible. We do have a waiting list of colleagues wishing to transfer to an earlier course.

If the scheduled course is cancelled by SAAD, then transfers or full refunds will be offered.

### **Transfers**

- It is possible to transfer only once to another course.
- Transfers can only be made to a course where there are still places available.
- Transfer request should be made before 5pm on the Monday before the course.

### **Cancellations**

- Up to the Monday before the course, a full refund will be made.
- No prior notice and after 5pm the Monday before the course no refund can be made.