

Cancellation Policy for Essex Steps

Delegates will be invoiced in full 2 weeks in advance of the training date.

Amendments to bookings / cancellation of places 2 weeks or more in advance of the training date – no charge

Amendments/cancellations within 2 weeks of the event – 50% of the course fee

Cancellations/Non-attendance on the day – 100% of the course fee

If a delegate unavoidably cancels a place within 2 weeks of the event, but the event still runs to full capacity, the cancellation charge will not be applied.

We will regularly monitor the bookings being made for each course. If the number of delegates on a course is low, we will:

- Make a decision at least 2 weeks before the start of a course if it is necessary to cancel due to low numbers
- Contact all delegates booked on to the course to give them as much notice as possible
- Suggest an alternative course or date that they can attend

Any questions regarding the cancellation policy please contact essexsteps@eset.org.uk