

CMA Training Terms & Conditions

Cancelling, Changing or Transferring a Booking

It is expected that all bookings to attend CMA training days will be honoured by both CMA as the training provider and the booked delegate as the customer.

Requests to cancel, change the delegate or transfer a booking must be made at least **14 days in advance** by email to: training@communitymoneyadvice.com

On receipt of a request we will agree to one of the following options:

- transfer to an alternative training date
- substitute the person attending the training day
- hold a credit for a future booking
- arrange a full refund if requested

For cancellations and changes made **within 14 days** a refund will not normally be offered. On a case by case basis we may transfer the booking to another date or hold a credit, any offer will take into account:

- if the request is due to an emergency situation
- if the training course remains viable, based on the remaining numbers of delegates
- if the booking has already been transferred
- the length of notice given

Transferring a booking

Bookings will not be transferred on more than 3 occasions.

Non Attendance

If a delegate does not attend a booked training day within 30 minutes of the planned start time and no prior notice is received by CMA Training, (excepting emergencies) the course fee will be forfeited in full and any future attendance will need to be re-booked at cost.

Course Materials

When a booking is cancelled hard copy materials previously supplied, will need to be returned to CMA Head Office.

Cancellation of a Training Day by CMA

If a course does not meet the minimum number of delegates CMA may need to rearrange a training day, we will always give at least 14 days notice and offer alternative options.

In exceptional circumstances we may need to cancel a training day with short notice, for example if a trainer becomes ill and no alternative can be found.

If CMA is required to cancel a training day, we will attempt to accommodate booked delegates on suitable alternative dates or offer a full unconditional refund.

Any questions regarding this policy should be emailed to: training@communitymoneyadvice.com