

REFUND POLICY



Overall Refund Policy Statement		
<ul style="list-style-type: none"> In cases where the Institute is forced to cancel an event completely we will either reschedule the event or pay a 100% refund. We will not pay additional compensation nor refund any personal expenses accrued. All other refunds are discretionary. Discretionary refunds will not be considered for any event unless an absolute minimum of 3 clear working days (Monday to Friday) notice is given. Discretionary refunds will be made only in truly unavoidable and exceptional circumstances. ALL discretionary refunds will be subject to a £5 handling fee. Refunds will have to be expressly approved by the Institute Manager and will be made by the most expedient and cost effective method – usually bank transfer. 		
Refunds on Courses	Refunds on Visits	Refunds on Talks
<ul style="list-style-type: none"> Automatic Refunds are only available if an entire course is cancelled by the Institute. The Institute reserves the right to supply a suitable substitute tutor if necessary. Discretionary refunds will depend upon the course remaining viable. 	<ul style="list-style-type: none"> Automatic Refunds are only available if a planned visit is cancelled by the Institute. Discretionary refunds will be made only where the visit is fully subscribed and the place surrendered can be reused by someone on a waiting list. We must have at least 3 clear working days notice to see whether reuse is possible. 	<ul style="list-style-type: none"> Since Talks are free to Members this section only applies to those paying a fee to attend a talk Automatic Refunds are available only if a talk is cancelled by the Institute and payment in advance has been made. Discretionary refunds will be made only if a talk is fully subscribed and the place surrendered can be reused by someone on a waiting list. We must have at least 3 clear working days notice to see whether reuse is possible.

Trish Noakes
 Institute Manager
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