

# REFUND POLICY



## Overall Refund Policy Statement

- In cases where the Institute is forced to cancel a course, special event, evening talk or visit completely, we will either reschedule the event or pay a 100% refund. We will not pay additional compensation nor refund any personal expenses accrued.
- The Institute reserves the right to supply a suitable substitute tutor, speaker or tour operator if necessary.
- We will only consider other refund requests in truly unavoidable and exceptional circumstances. These requests will not be considered for any event unless an absolute minimum of 3 clear working days (Monday to Friday) notice is given. ALL refunds of this nature 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 PayPal or Bank Transfer.

Amy Rice  
Institute Manager  
Reviewed November 2018