

Cancellation & Refund Policy

Paediatric Tinnitus in Practice

1. Introduction

This Cancellation & Refund Policy applies to the one-day course *Paediatric Tinnitus in Practice*, delivered by **Audiology in Skipton**. By registering for the course, delegates enter into a contract for services and agree to the terms outlined below.

This policy is designed to comply with UK consumer protection legislation, including the **Consumer Rights Act 2015** and the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**.

2. Course Fee

- The course fee is **£180 per delegate**.
- Payment is required at the point of registration unless otherwise agreed in writing.

3. Statutory 14-Day Cooling-Off Period

If you register online or by telephone, you are entitled to a **14-day cooling-off period** under the Consumer Contracts Regulations.

- If you cancel within 14 days of booking, **you will receive a full refund**, provided the course has not already taken place and you have not expressly agreed to waive your cooling-off rights.
- If the course is scheduled to take place within the 14-day period, you may still cancel, but Audiology in Skipton may deduct a reasonable amount for any services already provided.

4. Cancellation by the Delegate (Outside the Cooling-Off Period)

If you wish to cancel after the statutory cooling-off period has ended, the following refund structure applies:

Time Before Course Date Refund Amount

10 weeks or more **100% refund**

5–9 weeks **50% refund**

4 weeks or less **No refund**

- All cancellation requests must be submitted **in writing** to Audiology in Skipton.
- Refunds will be processed within **14 days** of written confirmation of cancellation.

5. Delegate Substitution

If you are unable to attend, you may nominate a substitute delegate at any time **at no additional cost**, provided the substitute meets any stated course requirements. Please notify Audiology in Skipton in writing at least **48 hours** before the event.

6. Cancellation or Rescheduling by Audiology in Skipton

Audiology in Skipton aims to deliver all courses as advertised. However, in exceptional circumstances (e.g., trainer illness, venue issues, insufficient enrolment, or events beyond reasonable control), the organisers may need to **cancel or reschedule**.

If this occurs:

6.1 If the course is cancelled

- Delegates will be offered either:
 - A **full refund**, or
 - A **free transfer** to the next available date.

6.2 If the course is rescheduled

- Delegates will be offered:
 - A place on the **new date**, or
 - A **full refund** if the new date is unsuitable.

Audiology in Skipton is **not liable** for any additional costs incurred by delegates (e.g., travel, accommodation, loss of earnings).



7. Non-Attendance

Failure to attend the course without prior written cancellation will result in **no refund** and no entitlement to transfer.

8. Changes to Course Content or Venue

Audiology in Skipton reserves the right to make minor adjustments to course content, timing, or venue where necessary. Such changes do not constitute grounds for a refund unless they fundamentally alter the nature of the course.

9. Contact

For all cancellation, refund, or substitution requests, please contact:

Audiology in Skipton

Email: info@audiologyinskipton.co.uk