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**Bookings and Cancellations Policy**

All bookings and payments for HESPA training events must be made online via our website using a credit or debit card. All bookings are accepted on the understanding that a training event will only be delivered if it attracts the required minimum number of delegates to ensure viability. Where a training event is cancelled due to insufficient numbers we will notify you by email at least 5 clear working days before the date the training event was intended to take place and will refund all fees paid, direct to the relevant credit or debit card, within two working days.

To help ensure effective delivery, all our training events are subject to a limit on the maximum number of delegates. Once that number is reached, your booking will be declined, but you will be offered the opportunity either to go onto a reserve list and/or be notified by email if we decide to re-run the training event at a future date in the original location.

**If after booking you wish to cancel we operate a graduated refund policy depending how much notice of cancellation you give. Where you cancel more than 30 clear days before the date on which the training event is to take place, we will refund the fee you have paid less an administration fee of £30. Where you give less than 30 but more than 15 clear days’ notice, we will refund 50% of the fee you have paid.  No refunds will be given where less than 15 clear days’ notice is given or in the case of “no shows” on the day, regardless of the reason.**

HESPA has a reputation for delivering high quality training events which we are anxious to retain. At the conclusion of each training event we ask delegates to fill in an on-line Evaluation Form. This helps us to monitor and refine standards of delivery. However, even the best organisations occasionally get things wrong, often because of circumstances beyond their control. If you believe a training event has fallen significantly below the standard expected, you should state this clearly on the Event Evaluation Form and also raise your concern in person with the Training Event Provider before leaving the event. You should follow this up with an email to the Training Event Coordinator by midnight on the day following the training event. In this you should specify the areas in the Training Event Specification against which you feel that delivery or content was deficient and provide a succinct explanation of the way(s) in which this deficiency manifested itself. We undertake to consider your application for a refund and make a decision within 7 working days. If we feel your complaint is valid we will refund the training event fee to the credit or debit card on which it was originally paid.  Please note that in reaching a decision we may contact other delegates to benchmark delivery in areas about which you have complained.

In all cases our Training Event Specification includes a section detailing the target audience for a particular training event specifying their level and/or their specific responsibilities within their organisation. This is to help individuals assess, before booking, whether a training event is relevant to their particular needs. We will not entertain requests for refunds from delegates whose role or responsibilities fall outside those set out in the Training Event Specification.

**Snow and Bad Weather Charter**

In the event of bad weather, HESPA will make every effort to honour its commitments and run scheduled training courses. Where participants are unable to attend a HESPA course, or the presenters are unable to access the venue, due to bad weather, HESPA will make every effort to re-run the event on an alternative date and to offer a place to the delegate at no extra charge. Where this is not possible, HESPA will at its discretion refund any amounts paid net of HESPA’s transaction processing costs and venue cancellation charges.

No refund will be made where participants are able to claim on an insurance policy.

HESPA will not, under any circumstances, refund aborted travel costs associated with any of our training events; we recommend that you insure against any such losses.