

## Accommodation Cancellation Policy

### Cancellation by the Centre for Addiction Treatment Studies (CATS)

The Centre for Addiction Treatment Studies may need to cancel accommodation bookings or scheduled sessions at short notice in exceptional circumstances. CATS will always provide as much notice of any cancellation or change as possible. CATS will only cancel an accommodation booking due to circumstances outside of its control. This could include for example, if adverse weather resulted in the closure of the location, or if there was insufficient take up of a course. In this situation, fees will be returned in full. However, CATS can accept no liability for travel or any other incidental costs incurred in the event that any programme is cancelled or rescheduled and we suggest you insure against this.

CATS will endeavour to reschedule any bookings that have to be cancelled, e.g. if the course location is closed due to severe weather conditions, but this may not always be possible.

### Cancellation by the Student

To cancel your accommodation booking you must notify us in writing of your wish to do so. If you wish to cancel your booking you may do so within 14 days of the invoice being issued by notifying us in writing of your wish to cancel. If you cancel within the 14 day cancellation period you will be entitled to a full refund of your deposit/payment, unless the accommodation booking has started within this period. If you cannot attend or wish to cancel your accommodation booking or for any other reason outside of the 14 day cancellation period referred to above, the following refund policy applies:

- If CATS is notified in writing (preferably by email) **at least 2 weeks before the start of the booking**, the attendee is entitled to a full refund, less any directly associated costs that may have been incurred by this cancellation and less a 20% administration fee;
- If CATS is notified in writing **less than 2 weeks before the start of the course**, CATS will retain the full fee paid by the student including any accommodation costs.

Where a visa is required for the student to attend a CPD course at CATS, it is the sole responsibility of the student to research and obtain the appropriate visa as CATS is not able to sponsor non-EU students. It is solely the responsibility of the student to check the procedures and the time scales necessary to acquire a visa on time. Failure to attend the course due to visa issues is subject to the same cancellation terms as those detailed above.

All refunds will be documented by credit note. If this brings the account into credit, the student can request a refund by cheque or BACS to the same bank account that the payment was made from.

