

## Continuing Professional Development (CPD) Cancellation Policy

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

The Centre for Addiction Treatment Studies may need to cancel a course or scheduled sessions without notice or on short notice in exceptional circumstances, (although CATS will always provide as much notice of any cancellation or change as possible). CATS will only cancel a programme if it really has to, due to circumstances outside of its control. This could include for example, if a member of staff was unexpectedly unavailable and a replacement could not be found in time; if adverse weather resulted in the closure of the course location, or if there was insufficient take up – e.g. if very few people signed up for a particular course and it was simply not viable or practical to run it in the circumstances. In this situation, fees will be returned in full. However, CATS accept no liability for travel, accommodation or any other incidental costs incurred in the event that any programme is cancelled or rescheduled. We suggest you insure against this yourself.

CATS will endeavour to reschedule any sessions 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). CATS also reserves the right to improve the content & format of its courses for the benefit of its clients without notice and to alter the timetable, location, classes & delivery format of the course.

The course will be given at a nominated Training Site as advised to you. Should circumstances change CATS reserves the right to nominate a reasonable alternative Training Site and will advise you accordingly.

### Cancellation by the Student

To cancel your booking you must notify us in writing of your wish to do so.

If you wish to cancel this agreement/your booking you may do so within 14 days of the booking date 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 CPD course has started within this period – in which case you will only be entitled to a pro rata refund in special circumstances (Evidence may be required)) If you cannot attend or wish to cancel your booking on the CPD course or any 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 4 weeks before the start of the course**, the student is entitled to a full refund, minus an administrative fee of 20% and minus any associated costs that may have been incurred by this cancellation;
- If CATS is notified in writing **less than 4 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 does not have the ability to sponsor non-EU students. It is solely the responsibility of the student to check the procedures and the time scales as regards to acquiring 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.