



## **TYKES TEACHING SCHOOL ALLIANCE CANCELLATION POLICY**

### 1. Payment terms

Our standard payment terms is by invoice and the payment needs to be made 30 days from the date of invoice.

### 2. Course bookings

Bookings may be made by email, via the Tykes TSA website or by phone. Please quote purchase order numbers where applicable.

### 3. Transfers

Should circumstances mean that you need to transfer to another Tykes TSA course, the following charges will apply, dependent on notice given:

- First transfer, made more than four weeks prior to the course start date - no charge
- Two to four weeks notice given - 25% of the course fee
- Less than two weeks notice given - 50% of the course fee.

All transfers must be taken within a period of six months from the original date.

### 4. Cancellations

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than four weeks prior to the course start date - no charge
- Two to four weeks prior to the course - 50% of the course fee
- Less than two weeks prior to the course - full fee.

NB Cancellation must be made in writing and received by Tykes TSA by the due date.

### 5. Non-attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

### 6. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.