



## **Events and courses cancellation policy**

### **Cancellation by delegates:**

To cancel a place on Story-Well events and courses, notice of cancellation must be given by email to: [info@story-well.co.uk](mailto:info@story-well.co.uk)

To receive a full refund (minus a £15.00 administration fee) you must cancel at least 14 days prior to the start of the course. To receive a 50% refund (minus a £15.00 administration fee) or where possible a transfer to another Story-Well event or course you must notify Story-Well at least 10 working days prior to the training.

Delegates cancelling less than 10 days before the event will not be entitled to a refund. No refund will be made for non-attendance on the course.

### **Cancellation of an event or course by Story-Well:**

In the case of an event or course cancellation delegates will either be offered an alternative date, a credit note or a full refund. Story-Well will not compensate for time spent travelling.

Occasionally circumstances will arise which result in the need to cancel, reschedule or postpone an event, due to an unforeseen occurrence or Act of God. When this is the case Story-Well shall assume no liability.