

## Conversations with vulnerable people online course (25 and 26 March 2025)

### Cancellation policy

**If you wish to cancel your place, the following charges will apply:**

- More than 28 days before the course start date – no charge (full refund).
- 15 - 28 days before the course start date – 25% of the delegate fee or free transfer to the next course (subject to availability).
- 0 – 14 days before the course start date – 100% charge (no transfer to other courses).

**Transfers:**

The free of charge transfer option only applies to delegates transferring to a different date for the same training course. Transfers can only be used once. If that transfer is then cancelled and/or the delegate fails to attend, the full fee remains payable.

**Substitutions:**

Name changes for attendees will be accepted free of charge up until 09:00 on Monday, 24 March 2025. We regret that name changes may not be accepted after this time.

All cancellations/substitutions must be made in writing by emailing the BSA events team at [events@bsa.org.uk](mailto:events@bsa.org.uk)