

## Collections and Recoveries Training

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**Terms and conditions:**

Payment must be made in full 28 days before the training course commences, or immediately if the event takes place within 28 days of booking. The BSA reserves the right to re-allocate the place to another delegate if fees are not paid on time.

**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 - 50% refund

0 -14 days before the course start date - 100% charge

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

**Substitutions:**

Name changes for attendees will be accepted free of charge. The request should be emailed to [events@bsa.org.uk](mailto:events@bsa.org.uk) and received by the BSA no later than 2 days before the start of the training course. Any substitutions submitted after this may not be accepted.

**Transfers to a later date:**

Transfers made 15+ days prior to a training course - free of charge (subject to availability).

Transfers made 1 - 14 days prior to a training course will be charge 100% of the delegate fee.

*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. The choice of training course date must be specified at the time of transfer.*