

IPASS Cancellation Policy - Terms & Conditions

Bookings

Bookings made online or via email reserves a place for you. Only payment in full of the course fees guarantees your place and where venue are overbooked preference will be given to those who have paid in advance.

Invoicing

Once you have booked online or via email an invoice will be emailed to the filed on the booking form. If you would prefer the email to be delivered to an alternative address please enter this information into the comments box provided.

Payment

Payment terms are strictly 30 days from date of invoice or prior to course commencement, whichever comes first.

Course Cancellation

Due to unforeseen circumstances or lack of numbers, IPASS may have to cancel a training event at short notice. In such circumstances, delegates will be entitled to a full refund, or the course fee can be credited towards a future course.

Delegate Cancellation

Notice of a cancellation must be made in writing (letter, fax or email). In such cases, delegates will have the option of sending a replacement to attend in their place subject to the following:

- Delegates whose cancellation request is received more than 7 working days prior to the start date of the training course will incur no penalty.
- Delegates whose cancellation request is received less than 7 working days prior to the start date of the training course will be charged 100% of the full fee.
- Delegates who fail to attend the course will be charged 100% of the full fee.