

## **Cancellation policy for professional development programmes and courses**

### **Cancellation by the Centre for Charity Effectiveness (CCE)**

In the unlikely event that we need to cancel a programme, delegates will be entitled to a full refund of their deposit and any course fees paid.

### **Cancellation by a delegate**

In the event of a cancellation by a delegate, or their sponsoring organisation, the following scale of cancellation charges will apply:

- For cancellations received more than 28 days in advance of the programme start date, a full refund will be given of the deposit amount and/or fees paid.
- For cancellations received between 14-28 days in advance of the programme start date, delegates will be entitled to a refund of course fees minus the deposit amount.
- For cancellations received fewer than 14 days from the programme date or if the delegate fails to attend, no refund will be given.

All cancellations must be notified in writing by email and sent to [CCE@city.ac.uk](mailto:CCE@city.ac.uk)