

Elklan Training Cancellation Policy

Cancellation policy for face-to-face courses:

All cancellations must be made by email.

Please note:

Cancellation with more than 60 days notice - 100% refund

Cancellation with more than 4 weeks notice - 50% refund

Cancellation with less than 4 weeks notice - no refund full fee applies

Cancellation policy for e-learning courses:

All cancellations must be made by email.

Please note:

Cancellation with more than 30 days notice - 100% refund

Cancellation with more than 3 weeks notice - 50% refund

Cancellation with less than 3 weeks notice - no refund full fee applies

Full payment or a valid PO number must be received prior to the course start date.

You may transfer your place on a course to an alternative participant prior to the start date at no extra cost. Elklan must be informed in writing no later than 24 hours prior to the start of the course.

You may temporarily postpone your place on a course in exceptional circumstances. The place must be used on a course within 2 years of the initial course date. The request must be made in writing no later than 24 hours prior to the start of the initial course.

If you fail to attend your course and give Elklan no notice you will not be entitled to a refund, postponement or transfer to an alternative participant.

Elklan reserves the right to cancel a course at any time without liability. Should this occur, delegates will be given as much notice as possible and will be offered an alternative course date, a different course, or a refund of the course fee. Elklan will not be responsible for reimbursing travel or accommodation.