

# Training Cancellation Policy

Your booking is based on the details below. If any of the details are incorrect, please contact us on [0300 330 7777](tel:03003307777) or by emailing [training@helplines.org](mailto:training@helplines.org)

An invoice will be sent separately. Orders from Republic of Ireland and other countries in the Eurozone will be charged at the equivalent rate in Euros and will exclude VAT. If you have booked for more than one event, we may invoice each place separately depending on the time frame.

Participants should arrive 15 minutes before the start time, and lunch will be provided along with refreshments throughout the day. If you are not the participant, please can you make sure that this information reaches them.

You may cancel a place without charge if you inform us at least 10 working days before the event concerned. The full fee is payable for any cancellations within 10 working days of the event, or if the participant fails to attend and we receive no notice of cancellation, or if the participant is unable to attend the whole of the event for any reason.

Some of our events are repeated. You may transfer a place, without charge, to an alternative date (if available) as long as you inform us at least 10 working days before the date originally booked. However, if you wish to transfer to an alternative date (if available) within 10 working days of the event originally booked, the full fee for both dates will be payable.

If we cancel an event, we will let you know as soon as possible and issue a full refund. If an event is cancelled, we cannot be held responsible for the cost of any travel tickets booked in advance.

Your details will not be passed to external agencies. If you would prefer Helplines Partnership not to contact you in the future about training or other helpline-related topics please email [membership@helplines.org](mailto:membership@helplines.org)