



Cancellation Policy Terms & Conditions

Booking Form	A booking online or over the phone reserves your place, this does not guarantee your place. Only payment in full of the events fees will guarantee your place.
Invoicing	Upon receipt of your booking our accounts department will raise and issue an invoice to the email address listed.
Payment	Payment terms are strictly 30 days from date of invoice or prior to the event commencement, whichever comes first.
Event Cancellation	Due to unforeseen circumstances, ICS may be compelled to cancel the event at short notice. In such circumstances, registrants will be entitled to a full refund of their course fee, or the course fee can be credited towards a future course.
Cancellation	<p>Notice of a registrant's intention to cancel their registration must be made in writing (letter, fax or email), and in good time, to ICS. In such cases, registrants will have the option of nominating a replacement to attend in their place. Such notice is subject to the following terms:</p> <ul style="list-style-type: none">• Registrants whose cancellation request is received more than 10 working days prior to the start date of the event will incur no penalty.• Registrants whose cancellation request is received less than 10 working days prior to the start date of the event will be charged 100% of the full fee.• Registrants who fail to attend the event will be charged 100% of the full fee.
Transfer Fees	Participants wishing to transfer to a later date will be billed a 10% administration fee plus any increase in the price of the course.
Substitutions/ Replacements	Where a registrant who has to cancel nominates a suitable replacement to attend in their place, no cancellation penalty will be incurred. The suitable replacement must meet the Entry Requirements for the course.
Deferments	<p>Notice of a registrant's intention to defer to a future course must be made in writing, and in good time, to ICS. Such notice is subject to the following terms:</p> <ul style="list-style-type: none">• Registrants whose deferment request is received more than 10 working days prior to the start date of the event will incur no penalty and will be accommodated immediately.• Registrants whose deferment request is received less than 10 working days prior to the start date of the event may incur a penalty and this may result in them not being allowed to defer. This will incur an administration fee of 10% plus any increase in the price of the course.
