

## Cancellation Policy Partnership Brokers Training

### Cancellation by candidate

Once accepted on the training and an invoice for payment of fees has been issued, a cancellation fee will be immediately due should the candidate withdraw, irrespective of whether payment has been made. The cancellation fee is as follows:

- 50% - For withdrawals made up to three weeks before the course start date
- 100% - For withdrawals made within three weeks of the course start date

In exceptional circumstances, and at the discretion of the Partnership Brokers Association and Cohort Lead, the candidate having to withdraw may be offered the opportunity to transfer to another PBT program within 12 months and subject to availability; or to substituting a colleague onto the program in their place, providing the colleague meets applicant criteria. To cover costs associated with transferring to another program, or in the event that the PBA agrees, at its absolute discretion, to refund applicant fees due to exceptional or compassionate circumstances which do not trigger surrender of the full/half fee clause (above), an administration fee of 15% of the total cost of the training fee will be charged.

### Cancellation by organisers

In the event that PBA has to cancel a training for any reason (e.g. COVID), PBA will endeavour to provide information as soon as possible to participants.

PBA will offer participants who have already paid the training fee, the following options:

1. Transferring to another PBT course within 12 months of the cancellation;
2. Refund of the fee paid; or
3. The option of donating the fee paid to the PBA's Access Fund to offer bursaries to individuals and organisations who otherwise don't have the financial means to attend our courses.

The PBT is a non-residential offering. PBA will not be responsible for any associated costs incurred, including but not limited to travel, accommodation, bank or credit card fees, exchange rate differences etc. and for these reasons recommends participants book flexible/refundable travel and take out appropriate travel insurances. These costs remain the responsibility of the candidate.

PBA recommends not confirming non-refundable travel bookings until the advertised application closing date.

## Payment conditions Partnership Brokers Training

The participation fee for the four-day Partnership Brokers Training Level 1 is €1800,00 (ex VAT 21%). This covers the following costs:

- Training fee
- Reading materials
- Training hand-outs
- Coffee, tea, drinks, light snacks & lunch

The fee does not include travel and accommodation costs.

Once registration has been confirmed an invoice will be sent to the address on the application form.

We kindly ask you to meet the stated payment deadline. If payment has not been received before the starting date, the candidate may not be allowed to participate.