

UCLH Cancer Academy Cancellation Policy

Thank you for your interest in attending a one of our courses. Our cancellation policy is as follows:

Cancelling your place

If you are need to cancel your place, please contact us as soon as possible by emailing uclh.cancer.academy@nhs.net.

For courses where the lowest priced places are under £100.00 per head:

Notice	Refund amount
More than one month before the course	Full refund
2-4 weeks before the course	50% refund
Less than 2 weeks notice	No refund.

For courses where the lowest priced places are over £100.00 per head:

Notice	Refund amount
More than one month before the course	50% refund
Less than one month before the course	No refund

If you are unable to attend a course you are booked on, you may be able to send a substitute to attend in your place. If you would like to do this, you must inform us of the name of the delegate who will replace you by emailing uclh.cancer.academy@nhs.net as soon as possible. If there are requirements (e.g. band/experience) for attending, your substitute must meet these.

Deferring your place

Under exceptional circumstances, it **may** be possible to defer a booking onto a later iteration on the same course, if we are able to fill your place on the original date. Where this request is made, as much notice as possible should be given and requests will be managed on an individual basis. If your place cannot be filled and you do not attend the original date, an administration fee of £100.00 may be charged.

Further information

If you would like any further information please contact uclh.cancer.academy@nhs.net.