

Payment & Cancellation Policy

Payment Terms

An invoice will be emailed to the company of the delegate. All invoices shall be paid no later than the 20th day of the following month of the invoice date. As per Chapman Employment Relations Ltd (CER Ltd) usual Terms of Trade.

Cancellations

Scheduled Courses: The following conditions will apply when delegates choose to cancel their booked places on a course:

Cancellations received 10 working days or more before the course will attract no cancellation fee.

Cancellations received less than 10 working days, but more than 5 days before the course will attract a 50% cancellation fee.

Cancellations received 5 days or less before the course are non-refundable. We will offer you an alternative workshop of the same value to attend in future.

A substitution can attend in place of the person booked.

For non-attendance due to emergency, such as sudden illness, refund will be considered on a case-by-case basis.

CER Ltd reserves the right to cancel courses if necessary. Every effort will be made to give delegates no less than 5 working days' notice of cancellation. A full refund will be provided. CER Ltd will not be responsible for any costs incurred due to course cancellation.