

## Partnership Brokers Training (PBT) Cancellation Policy

### Cancellation by Candidate:

Once accepted on the training, places are not confirmed until payment is received. Payment is due within 14 days of the issue of the invoice and if not received in that time, the place may be released to other applicants. As courses are run on a break-even basis as part of our commitment to making them accessible, last minute cancellations can be very problematic. Therefore, once payment is received, a cancellation fee will be payable immediately once a candidate withdraws, as follows:

1. 50% of full fee for withdrawals made up to 15 business days before commencement of the program
2. 100% of full fee for withdrawals within 15 days of the course commencement.

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 5% of the total cost of the training fee will be charged.

### Cancellation by PBA:

In the event that PBA has to cancel a training for any reason, 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.