

**ENGAGING SAFETY LIMITED TERMS & CONDITIONS
BOOKINGS, REFUNDS, SUBSTITUTIONS**

Engaging Safety Limited has a no refund policy.

The Client may substitute a delegate/delegates prior to the start of an open course at no additional charge subject to the new delegate/delegates' suitability.

The Client may change the date of attendance of a delegate/delegates or cancel attendance at an open course subject to the scale of charges detailed below.

Course transfers or cancellations are also subject to the scale of charges detailed below.

Transfer and Cancellation Fees Notice to be given by the Client to Engaging Safety Limited:

NOTICE PERIOD	TRANSFER	SUSTITUTION	CANCELLATION
More than 14 days	0%	0%	100%
7-14 days	0%	0%	100%
Less than 7 days	25%	0%	100%

With regard to transfers, the Client agrees that if a replacement booking is not confirmed within 5 days, then the applicable cancellation fee will apply.

**CANCELLATIONS AND CHANGES TO COURSES
BY ENGAGING SAFETY LIMITED**

Engaging Safety Limited reserves the right to cancel or change a course but will undertake to provide reasonable notice of any cancellation or change.