

Cancellation policy

Courses

As of February 9th, 2011

Foundations of Directorship

Cancellations and transfers are accepted up to 15 business days prior to the course start date provided the requests are submitted in writing.

Company Directors Course

All cancellations and transfers must be advised in writing. Charges for cancellations and transfers will be applied, as stated below, to cover our fixed cost commitments and administration costs. In the event of a cancellation or transfer, all course notes must be returned prior to any refunds being provided.

National residential program

More than 56 days prior to the course start date:

- Cancellation and transfers permitted with no charge.

56-22 days prior to the course start date:

- Cancellations – A cancellation charge of 45% of the total course fee applies.
- Transfers – A transfer fee of 25% of the total course fee applies to transfer requests (substitutes accepted up to one week prior to the program at no additional fee). If a participant transfers to another course delivery format, no refund will be given of the difference in course fees.

21 days or less prior to the course start date:

- Cancellations - no refund
- Transfers - not permitted

Other facilitated program formats

More than 28 days prior to the course start date:

- Cancellation and transfers permitted with no charge.

28-15 days prior to the course start date:

- Cancellations – A cancellation charge of 45% of the total course fee applies.
- Transfers – A transfer fee of 25% of the total course fee applies to all transfer requests (substitutes accepted up to one week prior to the program at no additional fee). If a participant transfers to another course delivery format, the difference in course fees is to be paid.

14 days or less prior to the course start date:

- Cancellations - no refund
- Transfers - not permitted

Correspondence program

After full payment

- **Cancellations** - A cancellation charge of 100% of the total course fee applies.
- **Transfers** - Participants may transfer to an alternate study mode subject to availability. The difference between the cost of the correspondence program and the alternate program selected must be paid, together with any associated venue, catering or course material costs. If a participant transfers to another course delivery format, the difference in course fees is to be paid.

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International Company Directors Course

More than 56 days prior to the course start date:

- Cancellation and transfers permitted with no charge.

56-29 days prior to the course start date:

- Cancellation: A cancellation charge of 45% of the total course fee paid applies.
- Transfers: A transfer fee of 25% of the total course fee paid applies. Once a participant has transferred to an alternative date, the cancellation/transfer terms apply to any further changes to that alternative date.

28 days or less prior to the course start date:

- Cancellation: no refund;
- Transfers: not permitted

Company Directors Course Update

Cancellations and transfers are accepted up to 15 business days prior to the course start date provided they are advised in writing.

Short Courses

Cancellations and transfers are accepted up to 15 business days prior to the course start date provided they are advised in writing.

Mastering the Boardroom

All cancellations and transfers must be advised in writing. Charges for cancellations and transfers will be applied, as stated below, to cover our fixed cost commitments and administration costs. In the event of a cancellation or transfer, all course notes must be returned prior to any refunds being provided.

More than 56 days prior to the course start date:

- Cancellation with no charge and transfers permitted.

56-29 days prior to the course start date:

- Cancellations – A cancellation charge of 45% of the total course fee applies.
- Transfers – A maximum of one transfer is permitted, subject to availability and eligibility criteria being met. A transfer fee of 25% of the total course fee applies. Once a participant has transferred to an alternative date, any further changes will be treated as cancellations and will incur a 100% cancellation charge, regardless of the date of the program booked.

28 days or less prior to the course start date:

- Cancellations – no refund
- Transfers – not permitted