



## **British Marine (BM) Terms and Conditions for Short Courses - Cancellation, Transfer & Refund Policy**

### **1. Course Booking Request**

Once you (the delegate or the delegate's organisation) confirm your course booking in writing - either by email or by completing an online MS Form on our booking system, BM will issue an invoice. When the invoice is issued, a binding contract is formed under these Terms.

### **2. Cooling off period**

If you cancel your course request more than 15 working days prior to the course commencing, and providing an invoice has not been issued, there will be no charge.

If you cancel your course request less than 15 working days prior to the training commencing and an invoice has not been issued, a 25% admin fee will be made.

### **3. Issuing an invoice**

Your invoice will state the payment terms which will either be 2/5/7/14 or 30 days depending on the date of the course.

**The following charges will apply depending on the notice given to cancel your course:-**

### **4. Cancellation by Delegate**

- If you cancel your place **30 days or more before** the course start date: we will refund your fee, **less a 25% administration charge**.
- If you cancel **15–29 days before** the course: 50% of the course fee is non-refundable.
- If you cancel **less than 15 days** before the course: no refund.

### **5. Substitutions (Delegate A to Delegate B)**

You may substitute another person to attend in your place if you give us written notice at least **5 working days** before the course. There is no additional cost for substitutions.

### **6. Transfers (Change of Date, subject to availability)**

- More than **20 working days' notice**: free transfer to another course date (subject to availability).
- 10–20 working days' notice: 25% of course fee charge applies.
- Less than 10 working days' notice: 50% of the course fee charge for transfer.



## 7. **Non-Attendance**

If you do not attend (and have not cancelled in writing), you will not be entitled to a refund or credit.

## 8. **Cancellation by BM (Provider)**

- We reserve the right to cancel or postpone a course (for example, due to under-subscription or unforeseen circumstances).
- If we cancel: we will notify you as soon as reasonably possible, and you may choose either:
  - a) To transfer to another course date; or
  - b) To receive a full refund of your course fee.
- We will refund within 14 days of your choice. We are **not** liable for your travel, accommodation or other out-of-pocket costs.

## 9. **Refund Method**

Any refund will be made by the same method you used to pay, unless otherwise agreed in writing.

## 10. **Exceptions**

In certain extenuating circumstances (e.g. illness, bereavement), we may, at our discretion, offer a transfer to an alternative date even outside the standard terms. You must provide suitable evidence (for example, a doctor's note) for consideration.