

Cancellation Policy

Booking Courses

We cap the numbers of people that can attend our courses. Booking and paying for a place (or places) on one of our courses ensures your place on that course and means that we cannot accept another individual in that place. Please note that provisional bookings cannot be made.

Booking a place and the subsequent payment is generated through our online booking system which is accessed on [our website](#). If a third party or employer will be paying for your place then you will need to provide at the time of booking, the details regarding who the payment link should be sent to.

If your employer requires an invoice, then this can only be issued with our prior agreement. Before booking online, you should email admin@TRECtravelhealth.co.uk requesting a place and notifying us that your employer cannot process a payment online and therefore requires an invoice. If agreed, an invoice will be generated. Purchase Order numbers should be quoted if required by your organisation. Full invoicing details including contact name and email address must be provided. Invoices are required to be paid in full by the date detailed on the invoice.

Cancellation of a Booked Place

Cancellations must be made by emailing admin@TRECtravelhealth.co.uk

Cancellation if paid Online

- Cancellations received more than 28 days of the course start date, will be refunded in full minus a £10.00 administration fee.
 - This fee is to cover the online payment charges that our supplier applies for processing payments and refunds.
- Cancellations within 28 days or less of the course start are subject to 100% of the course fee. We can however accept named substitutes within this period.
 - Please email admin@TRECtravelhealth.co.uk
- We **cannot** offer a credited place on a future course if you cancel within 28 days of the course date or do not attend the course.

Cancellation if an Invoice has been issued

- Cancellations or a reduction in the number of booked places received prior to 28 days of the course start date, will see the invoice adjusted per attendee with no financial penalty.
 - Please email admin@TRECtravelhealth.co.uk
- Cancellation or a reduction in the number of booked places within 28 days or less of the course will result in 100% of the course fee per attendee being charged. We can however accept named substitutes within this period.
 - Please email admin@TRECtravelhealth.co.uk
- We **cannot** offer a credited place on a future course if you cancel or reduce attendee numbers within 28 days of the course date or attendees do not attend the course.