



CANCELLATION POLICY

FleetMentor Ltd.

**Applicable to all training courses
and services**

Cancellations

By FleetMentor Ltd.

FleetMentor Ltd. reserve the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In the event of a cancellation of the booking by FleetMentor Ltd. they will normally transfer the booking to the next available date unless the client specifically requests otherwise.

By the Client

If a booking is cancelled, rescheduled or the delegate fails to attend a training session, the following fees will be payable to FleetMentor Ltd:

Notice given (clear working days)	Payment made by the Client
>7	Nil
4-7	50% <i>along with any non-refundable expenses and/or charges incurred</i>
<3	100% <i>along with any non-refundable expenses and/or charges incurred</i>

Telephone cancellations can be accepted by calling 02896 005395 but must be confirmed within 24 hours via e-mail to office@fleetmentor.co.uk. Notice of cancellation will be taken as the date of receipt of written confirmation.

The above are the normal terms of business unless agreed by both parties in advance.