

## Cancellations/No Show Policy- Buggy Training

Travellers Aid runs buggy training on an appointment-based system. Late cancellations and no-shows are both inconvenient and costly for Travellers Aid.

If you need to cancel your appointment, Travellers Aid requires at least 24 hours' notice. A full refund will be provided with at least 24 hours' notice of cancellation.

If you wish to reschedule your appointment, Travellers Aid requires at least 24 hours' notice. Where possible, we will try to reschedule the appointment to the next available timeslot.

**If less than 24 hours' notice is given for a cancellation, or the participant is a no-show, there will be no refund.** Consideration will be given for unavoidable circumstances.

If you are running late, please give as much notice as possible. We will attempt to accommodate you; however, this may not be possible.

Organisations that repeatedly miss or reschedule appointments will regretfully be required to prepay all buggy training.

In the event of a course requiring rescheduling due to instructor illness or unavailability, the cost of the course will be refunded in full, or alternatively rescheduled at a mutually acceptable date.