



Cancellation Policy

We understand that plans can change. However, as places on our courses are limited and require advance planning, the following cancellation policy applies to all bookings:

Cancellations by Candidates or Clubs

- More than 14 days before the course start date:
 - A full refund or transfer to another course date (subject to availability) will be offered.
- 7–14 days before the course date
 - A 50% refund will be given, or transfer to another course date may be possible at CC Rugby First Aid Training's discretion.
- Less than 7 days before the course date
 - No refund will be issued. Transfer to another course date is not guaranteed.

Non-Attendance

- Candidates who fail to attend without prior notice will be charged the full course fee and no refund or transfer will be given.

Substitutions

- If a candidate is unable to attend, a substitute delegate can be nominated at no extra cost, provided CC Rugby First Aid Training is informed at least 24 hours before the course start.

Cancellations by CC Rugby First Aid Training

- In the unlikely event that we need to cancel or reschedule a course (e.g. due to trainer illness or insufficient numbers), delegates will be offered a full refund or the option to transfer to another available date.
- We will not be responsible for any additional costs incurred (such as travel or accommodation).

How to Cancel or Amend a Booking

All cancellations, amendments, or substitutions must be notified in writing via email to cathrynclark@ccphysio.co.uk