

### Audit Cancellation Policy

#### Objective

To provide a formal refund and cancellation policy for a SALSA membership and audit package to the scheme.

#### Policy

The policy shall be controlled and enforced by Operations. A refund is available to businesses upon receipt of the request to cancel their audit as outlined in the procedure below. No refunds are possible after an audit has been carried out.

#### Procedure

- Refusal of membership to the SALSA scheme by SALSA Operations will be notified in writing and a refund of the package fee paid.
- Cancellation of membership to the SALSA scheme, prior to the audit, by the Supplier must be given in writing and can be done at any time. This will result in the withdrawal of the Supplier's entry to the SALSA Directory and access to the Members pages of the website.
- Cancellation of a SALSA membership and audit package by the Supplier will result in a refund of the audit fee to the Supplier according to the following criteria:
  - If within 28 days of payment for audit:
    - 14 days or more from the date of an arranged audit Full refund, less £25 processing fee
    - Less than 14 days from the date of an arranged audit 75% refund
    - Less than 7 days from the date of an arranged audit 50% refund
    - Within 3 days of the date of an arranged audit No refund
  - If more than 28 days after payment for audit:
    - 3 days or more from the date of an arranged audit 50% refund
    - Within 3 days of the date of an arranged audit No refund
- In the event that SALSA agrees to a refund following a cancellation. This will be done as soon as possible, by cheque within 14 days of the refund being agreed by SALSA
- Should the business have any queries regarding an online payment, please contact 01295 724248 quoting the receipt reference number or by email to: [info@salsafood.co.uk](mailto:info@salsafood.co.uk)

#### Approval

By: SALSA Operations

With effect from: 08/05/2017

#### Availability

This document is available via the SALSA website to:

Governance Board	Yes
Technical Advisory Committee	Yes
Auditors/Mentors	Yes
Members	Yes