

### FICR Cancellation and Refund Policy

#### Objective

To provide a formal refund and cancellation policy for the SALSA FICR courses that are run and delivered by 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 attendance on the course as outlined in the procedure below.

#### Procedure

- Cancellation of attendance to a booked and paid SALSA FICR course must be given in writing.
- Once received this will result in a refund according to the following:
  - 14 days or more from date of course Full refund less £10 processing fee
  - Less than 14 days from date 75% refund
  - Less than 7 days from date 50% refund
  - Less than 3 days from date No refund
- In the event that SALSA agrees to a refund following a cancellation, the payment will be refunded by cheque back to the business. This will be done as soon as possible but within 14 days of the refund being agreed by SALSA.
- Cancellation, by SALSA of a FICR course run by SALSA will result in full refund of the course fee.
- 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: 11/05/2017

#### Availability

Via [www.salsafood.co.uk](http://www.salsafood.co.uk) to;

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