

### SALSA Training Cancellation and Refund Policy

#### Objective

To provide a formal refund and cancellation policy for the SALSA 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 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 as soon as possible but within 14 days of the refund being agreed.
- Delegates may substitute the booked place to another named person at no additional cost. Substitutions must be given in writing prior to the commencement of the course.
- Postponements must be made in writing, 7 days prior the course date. Only one postponement can be made in a 12 month period.
- Cancellation by SALSA of a HACCP 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 477570 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: 01/01/2022

#### Availability

This document is available via the SALSA website to:

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