

SALSA Training Course Cancellation and Refund Policy

Objective

To provide a formal refund and cancellation policy for the SALSA Training courses that are run and delivered by the Scheme.

Policy

The policy shall be controlled and enforced by SALSA 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 Training 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 by SALSA Operations.
- 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, at least 7 days prior to the date of the course. Only 1 postponement can be made in a 12 month period.
- Cancellation by SALSA Operations of a SALSA Training course will result in a 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

Approval:

This document was approved by SALSA Operations:

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Availability:

This document is available via the SALSA website to:

Advisory Board	Yes
Technical Advisory Committee	Yes
Auditor/Mentor	Yes
Members	Yes
Public	Yes