



Cancellation Policy and Procedure

Training Cancellation

If cancellation is necessary, we require that you call at least 21 days in advance.

How to Cancel Your Training

If you need to cancel your training, please email us at training@tihcuk.com or call us at 01603 611107 between the hours of 9am-5pm Monday-Friday. If necessary, you may leave a detailed voicemail message. We will return your call as soon as possible.

Short notice Cancellations

TIHC Ltd reserve the right to claim full or partial reimbursement for courses cancelled at short notice by clients. Short notice is deemed to be up to 21 days prior to course booking/delivery date.

Whilst we always try to find replacement bookings for the cancelled dates, in order not to charge the full cancellation fee, this is not always possible depending on the time span. Please see table below for a breakdown of cancellation rates below.

Notice prior to course delivery	Cancellation fee
14-21 days	25% of the course fee
7-13 days	50% of the course fee
Less than 7 days	100% of the course fee

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