

Best Practice Academy Cancellation Policy

If you have registered for a course and wish to cancel your place:

If you wish to cancel your place on a course, please submit your request to admin@bestpractice.ie and include CANCEL + Course Name in the subject header of the email. You can expect to receive a response to your cancellation request within two business days.

Refunds will be provided within 10 calendar days of approval of the request.

Request to Cancel	Refund to Receive
Cancel more than 10 days before course begins	Full refund minus 10% admin fee
Cancel less than 10 days before course begins	No refund available

You may be eligible for a refund considering the circumstances that prevent you attending a course. Such cases will be reviewed on a case-by-case basis and alternative options may be offered.

Payments:

We are delighted to be collaborating with LHP Skillnet on many of our programmes where they provide a very generous subsidy towards the cost and manage the payments. There are some training programs where bookings will be managed directly through the Best Practice Academy.

Course Cancellations

Best Practice has the following rights in relation to a course when appropriate to do so:

- Cancel completely
- Reschedule to an alternative date
- Cancel a participant's registration if payment is not received within the allotted time
- Substitute speakers scheduled to deliver a course or part of a course

If a course is cancelled by Best Practice, we will notify all those registered to attend in advance of the course date. You will receive a cancellation notice 7 business days prior to the commencement of the course.

If under unforeseen circumstances 7 days' notice cannot be given, each registered participant will receive a full refund. Registered participants will also be given the option of transferring their registration to the next course available.