

CANCELLATION AND REFUND POLICY FOR THE IFIC ONLINE CERTIFICATE

CANCELLATIONS

- For cancellations made 14 days or more in advance of the start of the course, a full refund less an administration charge of £50 will be granted.
- If your cancellation is less than 14 days in advance refunds will be at the discretion of the Course organisers.
- Notice of cancellation must be sent by email academy@integratedcarefoundation.org

ILLNESS AND FAILURE TO ATTEND THE COURSE

- If you are unable to attend a course due to illness or other relevant personal circumstances, please notify us as soon as possible. Providing you notify us in advance and after considering the individual circumstances, we may offer you a full or partial refund or transfer to another course. We may request a valid medical certificate stating that you are unfit to work.
- Substitutions are welcome, up to 24h before the start of the course. This option is not applicable for bursary or discount places.
- Once the course has started no cancellation or transfer will be applicable, regardless of the reason for non-attendance.