

www.emma-freediver.co.uk

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Course Cancellation Policy

These policies have been put into place to ensure our customers receive the highest quality instruction. Since class size is limited, all cancellation / rescheduling deadlines will be strictly adhered to. All cancellations must be sent via fax or e-mail. No verbal cancellations are accepted.

Cancellations

A company or individual may cancel an Emma-freediver.co.uk course by submitting a WRITTEN NOTICE via e-mail or letter to the address above. The deposit is non-refundable and the balance of the course is subject to the following cancellation fees:

- If cancelled **over 1 month** before the scheduled starting date of the course, **no payments** are necessary and if full payment has been made, Emma-freediver.co.uk will refund the course balance back to the company or individual.
- If cancelled **within 1 month but more than 14 days** before the scheduled starting date of the course, a **50%** cancellation fee will be required by the company or individual.
- If cancelled **within 14 days but more than 7 days** before the scheduled starting date of the course, a **75%** cancellation fee will be required by the company or individual.
- If cancelled **within 7 days** before the scheduled starting date of the course, a **100%** cancellation fee will be required by the company or individual.
A cancellation fee will be based on the full cost of the course at time of purchase.

Reschedules

A company or individual may reschedule an Emma-freediver.co.uk Course without penalty by giving Emma-freediver.co.uk WRITTEN NOTICE at 14 days prior to the scheduled starting date of the class. If a company or individual reschedules a specific course without 14 days notice prior to the starting date and more than 5 days, the company or individual will be charged a "reschedule fee" of £100 which is due and payable upon attending rescheduled class with a non-cancel policy towards the new course date. A company or individual can not reschedule under 5 days from starting date of class and will be assessed the full course fee. Reschedules will be based on availability. A limit of 1 reschedules per course is permitted.

No Shows

If a company or individual does not attend a class and does not give notice, the company or individual will be assessed a 100% "no-show" fee.

Reimbursements

Emma-freediver.co.uk reserves the right to cancel a course at any time. If that happens, we will refund the course fee(s) in full. Emma-freediver.co.uk's liability is limited to course fee(s) only. Emma-freediver.co.uk cannot be held liable for airfare, lodging or other related expenses, including any airline penalties incurred.

Late Arrivals

We ask that you arrive 15 minutes prior to course start time, because late arrivals disrupt class flow. If a student is more than 15 minutes late, he or she may not be allowed onto the course. Late cancellations or rescheduling fees may apply.