



PHARMACEUTICAL LICENSING GROUP

## ***CANCELLATION POLICY***

Cancellations received by the Pharmaceutical Licensing Group (PLG) six (6) weeks prior to the course start date will be entitled to a full refund less a £100 administration fee. Cancellations received after this date will not be entitled to any refund due to course commitments to the hotel and other vendors. Please note that substitution of participants is acceptable at any time.

A transfer from one course to another is permissible without penalty up to six (6) weeks prior to the course date. Any request to transfer received within six (6) calendar weeks of the course date, will incur an additional rescheduling fee of 50% of the course fee.

The PLG reserve the right to refuse admission to a training course if payment has not been received prior to the start of the programme.

If we have not received sufficient registrations for a viable programme by six (6) weeks prior to the course start date we may cancel the programme and will refund all money paid to us in full.

In the event that the PLG elects to cancel or postpone an event due to any act, event or circumstances outside its control (including, without limitation, speaker or participant cancellation or withdrawal, supplier or contractor failure, venue cancellation, local government restrictions), then the PLG will, on request, issue a credit note or refund the full booking fee paid by or on behalf of the delegate for the event, which shall be the sole remedy. The PLG will in no event incur any other liability, including for any indirect or consequential costs, losses or damages.