

Cancellation policy

It is important to advise us of your cancellation as, in many cases, we do have waiting lists of other members who wish to register. For this reason, we have a cancellation policy which states the following:

- 1.** Cancellations must be advised in writing or by telephone at least three full working days prior to the date of the course or event. Please email registrations@cecc.org.nz or phone (03) 366 5096 as soon as possible if you are no longer able to attend the course or event you have registered for.
- 2.** All cancellations and refunds will incur a \$25.00 per person inc GST administration fee to cover the costs of refunding credit amounts.
- 3.** If we do not receive a cancellation notice within three full working days prior to the course or event commencing, or a participant fails to show on the day, full fees will be payable.
- 4.** Requests to transfer to a later course or event can be made, subject to availability and approval. We must receive this request within three full working days prior to the start of the original course or event. If the request is received after this time a \$25.00 per person inc GST administration fee will be payable.
- 5.** A replacement participant is welcome at any stage prior to the course or event commencing at no additional cost. Please provide us with the person's details as soon as possible.

Building mainland
business

CANTERBURY
EMPLOYERS'
CHAMBER OF
COMMERCE