

Changing more than a name

## **Centre for Charity Effectiveness event cancellation policy**

### **Cancellation by the Centre for Charity Effectiveness**

In the unlikely event that we need to cancel a programme, delegates will be entitled to a full refund of their registration fee.

### **Cancellation by the delegate**

If a delegate is unable to attend the programme, a substitute may attend in his/her place.

In the event of cancellation by the delegate or their sponsoring organisation, the following scale of cancellation charges will apply:

- For cancellations received between 14-28 days from the programme date, delegates are entitled to a refund of 50% of their registration.
- For cancellations received fewer than 14 days from the programme date or if the delegate fails to attend, no refund will be given.

All cancellations must be made in writing by email and sent to [CCE@city.ac.uk](mailto:CCE@city.ac.uk).