**BICA POLICY ON COURSE BOOKING DEFERRALS**

BICA’s Terms and Conditions on booking cancellations for its workshops and courses is as follows:

If BICA is required to cancel a course, 100% of the course fee will be refunded.

If a participant cancels a booking the following will apply:

100% refund if cancelled 33 – 45 days before the course but a 5% administration fee will apply

50% refund if cancelled 17 - 32 days before the course

0% refund if cancelled 0 -16 days before the course.

This policy reflects the fees that BICA would incur should a course be cancelled due to participants cancelling their booking.

**Terms and Conditions for deferrals**

If a course is available on a future date and a delegate requests deferral of attendance to that date, the following terms and conditions will apply:

Deferral requests made 33 – 45 days before the course will be approved if places are still available

Deferral requests made 17 - 32 days before the course can be approved if a replacement can be found, and if places are still available on the future course

Deferral requests made 0 - 16 days before the course. A place will only be offered if a place is available within the 10 days prior to the next course being held (unless a replacement is found).