

# Cancellation policy for face-to-face courses

## Information for participants

### How do I cancel my booking?

If you would like to cancel your booking on a face-to-face course, you must first inform Cambridge Assessment International Education ([info@cambridgeinternational.org](mailto:info@cambridgeinternational.org)) 7 days or more before the course start date. Any cancellations received within 7 days of the course start date will be charged the full course fee.

Please provide the following information in your email:

- course level (introductory, extension or enrichment)
- syllabus name and code
- start date of course
- teacher name and email address
- centre name and number



### What if my course is cancelled/postponed?

Cambridge Assessment International Education reserves the right to cancel a course due to low enrolment or unforeseen circumstances. We endeavour to give attendees as much advance notice as possible of any change to their course. If Cambridge International must cancel a workshop, all attendees will be informed immediately and be credited for course fees (this applies to credit card bookings only).

Cambridge International cannot be held responsible for any other associated costs (flights, visas, hotels). Please keep this in mind when making travel arrangements.

### Can I transfer an existing booking to another teacher?

Centres can substitute teachers on courses, as long as the transfer takes place 7 days or more prior to the start of the course. Once the course has started, it is not possible to substitute teachers.

Please contact Cambridge International at [info@cambridgeinternational.org](mailto:info@cambridgeinternational.org) and notify us of the transfer. Please include the following details in your email:

- course level (introductory, extension or enrichment)
- syllabus name and code
- start date of course
- name and email address of the teacher currently booked on the course
- name and email address of the teacher you would like to transfer the booking to
- centre name and number