



## RECAP Ltd Cancellation Policy

### Introduction

This cancellation policy outlines the guidelines for cancelling appointments, bookings, or orders with RECAP Ltd and all the branches associated with the brand; RECAP First Aid Training; RECAP Consultancy & Research, RECAP Podcast and RECAP Publishing.

We understand that unexpected circumstances can arise, and therefore appreciate your cooperation with this policy.

### Cancellation Timeframes

Should you need to cancel your booking, the below refund allocations will stand:

<b>30+ days notice</b>	<b>Full refund*</b>
<b>14 - 29 days notice</b>	<b>50% refund*</b>
<b>7-13 days notice</b>	<b>25% refund*</b>
<b>0-6 days notice</b>	<b>No refund</b>
<b>No show / no notice</b>	<b>No refund</b>

\*Refunds will be issued to the original payment method.

### How to Cancel

Cancellations must be made in writing. You can cancel your appointment, booking, or order, by emailing us at [lucie.recap@gmail.com](mailto:lucie.recap@gmail.com)

### Company Cancellations

In the rare event that we need to cancel your appointment, booking, or order, we will make every effort to notify you as soon as possible and offer you the option to reschedule or receive a full refund.



## Exceptions

We understand that emergencies can happen. In extenuating circumstances, we may waive or reduce cancellation fees on a case-by-case basis.

## Grace Period

If you change your mind and wish to cancel within **24 hours** of booking, providing the booking is **more than 7 days** in the future, a full refund will be actioned.

## Contact Us

If you have any questions about this cancellation policy, please don't hesitate to contact us at [lucie.recap@gmail.com](mailto:lucie.recap@gmail.com)

## Version Control

This cancellation policy is effective as of **21.05.2024**. We reserve the right to modify this policy at any time.

(all policies are available to view on the website [www.recapinfo.co.uk](http://www.recapinfo.co.uk) )