

# naomi korn

## ASSOCIATES

### Training Cancellation Policy: Public Training Courses

1. Naomi Korn Associates require minimum numbers on its public training courses to make them viable and an enriched learning experience for all participants. Where minimum numbers have not been met, Naomi Korn Associates reserves the right, at its absolute discretion, to cancel or postpone our public training courses, subject to the points below.
2. In circumstances where Naomi Korn Associates will need to cancel or postpone a public training course, it shall endeavour to notify participants promptly that the course may need to be cancelled.
3. Where a public training course is cancelled or postponed by Naomi Korn Associates, we shall either:
  - issue a full refund in respect of fees paid by participants attributable to the cancelled training course; or
  - offer participants the opportunity to attend another public training course of the same value within nine calendar months where this is possible.
4. Any cancellation of their attendance at a Naomi Korn Associates public training course, must be made in writing to Naomi Korn Associates 21 working days or more prior to the commencement of the public training course. In these instances, participants will not incur any charges, and Naomi Korn Associates will offer either a full refund or offer participants the opportunity to attend another public training course of the same value.
5. Any cancellation by participants of their attendance at a Naomi Korn Associates public training course with less than 21 working days' notice will incur the following charges:

Number of Day's Notice	Proportion of Fee Payable
0 – 10 Working Days	100%
11 – 20 Working Days	50%

6. **Force Majeure**  
Neither Naomi Korn Associates or participants on Naomi Korn Associates public training courses shall be liable for any delay or default in performing (other than in respect of the payment of Fees) if such delay or default is caused by conditions beyond the reasonable control of the party whose performance is affected.