

Booking Cancellation Policy

March 2026

Date of Approval	Approved	Review Date
16/03/2026	Miranda Johnson, CEO	01/02/2027

We understand that plans sometimes change. Our cancellation policy is outlined below to ensure fairness for both participants and organisers.

Deposit

A £275 deposit is required to secure your place on your Pro Corda course. Deposits are non-refundable.

Participant Cancellations

If you need to cancel your booking, the following terms apply:

- Up to 5 months before the course start date:
full refund minus the £275 deposit
- Up to 4 months before the course start date:
75% refund of the course fee (excluding the deposit);
or 100% course fee transfer to another course (excluding the deposit)
- Up to 3 months before the course start date:
50% refund of the course fee (excluding the deposit);
or 100% course fee transfer to another course (excluding the deposit)
- Up to 2 months before the course start date:
25% refund of the course fee (excluding the deposit);
or 75% course fee transfer to another course (excluding the deposit)
- Less than 2 months before the course start date
No refunds will be issued unless there are exceptional circumstances. In these cases, we may offer a 50% course fee transfer (excluding the deposit).

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Course Transfers

Any course fee transfers offered under this policy apply only to the course fee paid beyond the non-refundable deposit and can be used for a future course within the following year.

Course Cancellation by Us

We reserve the right to cancel or reschedule a course at short notice if minimum participant numbers are not met or due to other unforeseen circumstances. In such cases, participants will be offered:

- A suitable alternative course date, or
- A full refund of all fees paid, including the deposit.

National Emergencies

Refunds will not be provided for courses affected by national emergencies, including (but not limited to) pandemics or severe weather conditions. In these situations, we may instead offer alternative options such as:

- Transitioning the course to an online format, or
- Rescheduling the course to a suitable future in-person date.

Please don't hesitate to contact mail@procorda.com or 01728 831354 with any queries on our cancellation policy, or if there is anything else we can help with.

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