



Training Cancellation Policy

Notice from a training client, candidate or third-party client (booking agency) intention to cancel a registration on a course or (in the case of clients) a full course must be made in writing (email is acceptable) to HSPCL and is subject to the following terms:

- Cancellation requests received more than 14 days prior to the start date of the training activity will incur no liabilities.
- Cancellation requests received within 8 to 14 days prior to the start date of the training activity will incur an administration fee equal to 50% of the obligated fee.
- Cancellation requests received 7 days or less, prior to the start date or after the commencement of the training activity will incur an administration fee equal to 100% of the obligated fee.

For changes - one substitute is permitted per registrant for the entire course; daily substitutions are not permitted. HSPCL must be notified prior to the first day of the course when a substitution will occur. This request must be made in writing and is subject to approval by HSPCL.

HSPCL reserves the right to cancel courses, change course location, change instructors, or change course content. If a course must be canceled or the location of the course changed, clients / third-party clients / registrants will be informed 30 days prior to the start of the course.

These requirements may be altered, reduced or waived, in writing, by a director of HSPCL

For and on behalf of HSPCL

Approved and signed by:

Peter Robertshaw, Managing Director

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