



ESS Salesforce — Booking and Cancellation Policy

Cancellation & Postponement

Notice of all cancellations or transfers must be in writing and the following terms apply:

- Cancellation 30 days or more prior to the course start date: No fee
- Cancellation 29 - 15 days prior to course start date: 10% Service Charge
- Cancellation 14 - 8 days prior to course start date: 50% of total course fee
- Cancellation 7 days or less prior to course start date: 100% of total course fee

Non-attendance or delegates that arrive more than 30 minutes after the scheduled course start time and are refused onto a course will be charged 100% of the course fee. Delegate substitutions can be made free of charge at any time before the course start date.

Cancellations will only be accepted by emailing esstraining@vpplc.com