



Cancellation Policy Study Days, Courses and Events

The IAIM is committed to providing high quality events to all its Members. We recognise that on occasions Members book onto events and subsequently find that they are unable to attend. In this situation we ask that you notify us of your need to cancel as soon as possible.

Similarly, the IAIM may on occasion find it necessary to cancel an event and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

The information below outlines the action to be taken in case of cancellation.

CANCELLATIONS BY DELEGATES

If you need to cancel your place on an IAIM event please contact the IAIM Office as soon as possible on: admin@iaim.org.uk or 020 8989 5957.

- If you notify the IAIM of your cancellation up to 14 working days prior to the start of the event we will provide a full refund minus a £5 administration fee, or we will offer you a transfer to another event where possible.
- If you notify the IAIM of your cancellation between 14 and 7 working days prior to the start of the event you will receive a 50% refund, or we will offer you a transfer to another event where possible.
- If you notify the IAIM of your cancellation less than 7 working days before the event the full cost will be payable.

No refund will be made for non-attendance on the course.

CANCELLATION BY THE IAIM

The IAIM is committed to offering its Members high quality events and will always aim to run events once delegates have booked onto them. Occasionally circumstances arise which result in the need to cancel an event. When this is the case the IAIM will take active and positive steps to inform you as soon as possible by phone and/or email.

The IAIM reserves the right to modify or cancel any event if unforeseen circumstances arise, but we will do our utmost to avoid doing so.

Where the IAIM cancels an event we will offer you a full refund or a credit transfer for a future event where possible. Full advice on refunds/credits will be provided at the time of cancellation.