CANCELLATIONS AND REFUNDS POLICY

1. This document sets out how the Scottish Beekeepers Association (SBA) will manage cancellations and refunds for paid events, including module and practical examinations.

2. The aim of the policy is to:

- Encourage people to give reasonable notice of cancellation.
- Help recover costs associated with catering, venues and other arrangements.
- Provide a consistent process to follow.
- Retain flexibility for genuine emergencies.
- Make the conditions clear before people commit to booking SBA events.

3. The following criteria will be applied.

Cancellation: days preceding event	Refund
14 days or more	Full refund.
7-13 days	50% refund. Full refund if the place can be filled.
Under 7 days	No automatic refund. Full refund if the place can be filled.
Genuine exceptional circumstances	Budget holder's discretion.

4. In order to ensure that purchasers are aware of the cancellations and refunds policy, the notice attached as an Appendix to this document should be incorporated into relevant advertising and booking information.

APPENDIX

SBA Cancellations and Refunds Policy

Tickets for our events, including module and practical examinations, are purchased for a specific event taking place on a specified date or during a specified period. The statutory 14-day cancellation right does not apply to tickets for events taking place on a specific date/period.

We understand that circumstances can change, so our cancellation policy is as follows:

- 14 days or more before the event: you may cancel your booking and receive a full refund.
- Between 7 and 13 days before the event: you may cancel your booking and receive a 50% refund.
- Less than 7 days before the event: tickets are non-refundable.

Where possible, we may allow a ticket to be transferred to another person or transferred to another event, subject to availability and our agreement.

If we cancel an event or make a significant change to the event which means that you can no longer reasonably attend you will be entitled to a full refund of the ticket price.

In exceptional circumstances such as serious illness, bereavement or other circumstances beyond your reasonable control we may at our discretion offer a refund, transfer or credit. Any such decision will be considered on a case-by-case basis.

Requests for cancellation should be made by contacting development@scottishbeekeepers.org.uk and should include the purchaser's name, booking reference and event details.

Any refund due under this policy will normally be made using the original payment method.

This cancellation policy does not affect any statutory rights that you may have under applicable consumer law.