**SIA’s Frank Williams Academy training and education**

**Cancellation / non-attendance policy for scheduled sessions   
(virtual and face to face)**

All cancellation requests should be made in writing and received and acknowledged by SIA within the time periods below:

* **Cancel more than 31 days before the event:**

You won’t be charged.

* **Cancel between 15 and 31 days before the event:**

You’ll be charged 50% of the booking cost.

* **Cancel within 14 days of the event:**

You’ll be charged 100% of the booking cost.

In all cases, we will try to offer you the option to move your booking to another event where possible.

**If you don’t show up and don’t let us know in advance:**

You’ll still need to pay the full amount, and we won’t be able to move your booking to another event.

**Need to send someone else instead?**

You can transfer your place to a colleague at any time before the event. Just email: [academy@spinal.co.uk](mailto:academy@spinal.co.uk)

**Questions?**

Contact us by email or call 01908 732140

Spinal Injuries Association

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