



## **Hoci Cymru Cancellation Policy**

At Hoci Cymru, we are committed to delivering high-quality courses and events that support the growth and development of hockey across Wales. We understand that sometimes plans change, and we aim to be as accommodating as possible whilst maintaining the viability of our programmes. Therefore, the following cancellation shall apply to any Hoci Cymru booking:

### **Cancellation by Participant**

- More than 28 Days Before the Start Date
  - If a participant cancels their booking more than 28 calendar days before the scheduled start date of the course / event, they will be eligible for a full refund of any fees paid.
- Less than 28 Days Before the Start Date
  - If a cancellation is made within 28 calendar days of the course or event start date, no refund will be issued. However, participants may be offered the opportunity to transfer their booking to a future course or event of equivalent value, subject to availability and approval by Hoci Cymru.
- Less than 7 Days Before the Start Date
  - If a participant cancels their booking less than 7 calendar days before the scheduled start date of the course, no refund or transfer will be issued.
- Non-Attendance
  - Failure to attend without prior notification to Hoci Cymru may result in a surcharge being applied for non-attendance.

### **Exceptional Circumstances**

- In cases of serious illness, injury, or other exceptional personal circumstances, Hoci Cymru may consider issuing a partial refund or offering a transfer, even within the 28-day window.
- Supporting documentation (e.g., medical certificate) may be required.

### **Cancellation by Hoci Cymru**

- In the unlikely event that Hoci Cymru must cancel a course / event, participants will be offered:
  - A full refund, or
  - The option to transfer to a future course / event at no additional cost.
- Hoci Cymru is not responsible for any additional costs incurred by participants (e.g., travel or accommodation).

### **Booking Fees**

Booking fees are non-refundable, even if the event is cancelled.

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