

## 6. Cancellation Policy

- 6.1 If an Applicant wishes to cancel their place on the Programme, the Applicant must contact FZY in writing.
- 6.2 An Applicant who cancels a place prior to the 29<sup>th</sup> September 2024 will be entitled to a refund less the Administration Fee. If FZY informs an Applicant that their Application has been unsuccessful or that their place has been withdrawn prior to 29<sup>th</sup> September 2024, the Applicant will be entitled to a full refund less the Administration Fee. Full details of deposit and balance payment deadlines can be found in the Booklet.
- 6.3 Any Applicant who cancels after the 29<sup>th</sup> September 2024 will be entitled to a refund on the basis set out in clauses 6.3.1 to 6.3.4 below or liable for an outstanding balance if amounts remain due and owing to FZY.
  - 6.3.1 After 29<sup>th</sup> September and before 14<sup>th</sup> October 2024: 100% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.2 From 14<sup>th</sup> October 2024 and before 1<sup>st</sup> November 2024: 50% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.3 From 1<sup>st</sup> November 2024 and before 1<sup>st</sup> January 2025: 20% of amount paid (or payable) less deposit and the Administration Fee;
  - 6.3.4 From 1<sup>st</sup> January 2025: 0% of amount paid (or payable).

For the avoidance of doubt, if any monies are still outstanding at the time of cancellation, the Participant will be liable for these costs subject to the terms of the Cancellation Policy.

If an Applicant cancels their application or place on the Hadracha Programme, a re-application will only be accepted by FZY at its sole discretion.

- 6.4 If a Participant does not attend all the elements of the Hadracha Programme, including but not limited to the residential seminar and/or some of the regular local sessions, there will not be a reduction in the price of the Programme or a refund on any parts of the Programme missed. The Hadracha Programme is a package of various different events and can neither be purchased nor redeemed in parts.
- 6.5 If an application is rejected by FZY for reasons relating to medical, welfare, operational and/or suitability for the programme then the Applicant will be entitled to a full refund less the Administration Fee.
- 6.6 However, for the avoidance of doubt if a Participant and/or the Parent/Guardian cancels the Participant's place on the Hadracha Programme for medical and/or welfare reasons that are covered by the NHS, the Cancellation Policy will apply and it is the responsibility of the Parent/Guardian to file an insurance claim through their own insurance policy.
- 6.7 If the Applicant fails to complete the Application Form or fails to provide subsequent information requested of the Applicant by FZY and/or fails to pay the balance as required, FZY reserves the right to cancel the application for the Hadracha Programme and it will be considered that the Applicant has cancelled the application for the Hadracha Programme and the Applicant will be liable under the terms of the Cancellation Policy.

- 6.8 If a cancellation is due to the illness or death of the Participant or an immediate family relative of the Participant or is due to other exceptional circumstances as determined by FZY and provided that the Participant provides FZY with a valid medical or death certificate or independent verification of the exceptional circumstance (if requested) then FZY shall refund the monies paid less the Administration Fee and any third party cancellation costs or charges incurred by FZY and the Organisers as at the date of the cancellation.
- 6.9 If the Participant fails to arrive at their outbound travel at any of the residential elements of the Programme and has failed to contact FZY to explain why circumstances have delayed the Participant and to obtain approval for a change of arrival date, then FZY retains the right to cancel any other arrangements booked with FZY. No refund will be made for any unused arrangements in these circumstances.
- 6.10 If FZY choose to cancel the Programme (for example, if insufficient numbers of participants apply), you will receive a full refund of any costs you have paid to FZY.
- 6.11 If FZY have to cancel the Programme or parts of the Programme, or feels it is prudent to cancel the programme or parts of the Programme in the interests of FZY (including in the interests of the health and safety of the Participants attending the Programme), as a result of an event outside of its control (for example, changes to (or uncertainty as to the status of) official Home Office or CST advice or guidance, acts of God, war, riot, civil commotion, compliance with any law or governmental order, rule, regulation, guidance or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination), you will receive a refund of the costs you have paid to FZY for the Programme only to the extent that FZY has been able to recover such costs from its third party suppliers or insurers.