

## **Cancellation Policy for Online Sessions.**

The ADINJC reserves the right to cancel an online session due to low enrolment or other circumstances which would make the event non-viable.

The ADINJC reserves the right to have only one trainer if the numbers on the training session are lower than expected or in the event of illness of a trainer. In this unlikely event, if the session was booked with the intention of attending to see said trainer, a refund will be issued if requested. The cancellation deadline will be waived.

If the ADINJC cancels a webinar, registrants will be offered a full refund.

Should circumstances arise that result in the postponement of an online session, registrants will have the option to either receive a full refund or transfer registration to the same event at the new or an alternative webinar.

For webinar cancellation by participant, the deadline to receive a refund for a webinar is 5 days before the webinar. Cancellations received after this deadline will not be eligible for a refund.

Cancellations received prior to the deadline may be eligible to receive a refund less a £5 service fee to cover our costs.

Refunds will not be available for registrants who choose not to attend an event.

Cancellations will be accepted by e-mail only to either [training@adinjc.org.uk](mailto:training@adinjc.org.uk) or [secretary@adinjc.org.uk](mailto:secretary@adinjc.org.uk), and must be received by the cancellation deadline.

All refund requests must be made by the attendee or credit card holder.

Refund requests must include the name of the attendee and/or order number. Refunds will be credited back to the original method of payment.

Participants should ensure that they have a suitable internet connection and are able to use the Zoom software to access the online sessions. No refund can be given for technological issues beyond our control.

The ADINJC reserves the right to remove participants from a session for offensive conduct or disrupting the session. In this event no refund will be given

The ADINJC shall own or retain all Intellectual Property Rights and to any content, images, video, and text, used in the during an online session.

Zoom includes a facility that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. By joining a session, you automatically consent to such recordings. If you do not consent to the recording, please contact the ADINJC to discuss your concerns in good time prior to the web-event date.