**Cancellation and Rescheduling Policy**

At Kent Medical Education Ltd, we understand that unexpected situations may arise. Our goal is to provide flexibility while ensuring efficient training sessions for all participants.

**Rescheduling Policy**

* Participants may reschedule their training session **up to 7 days** before the scheduled date at no additional cost.
* Rescheduling within **7 days of the training** may incur a small administrative fee.
* Rescheduling requests must be submitted via email.

**Cancellation Policy**

* Cancellations made **14 or more days** before the training date will receive a **full refund**.
* Cancellations made **7–13 days** before the session will receive a **50% refund**.
* Cancellations made **less than 7 days** before the session are **non-refundable**.
* No-shows will not be eligible for a refund or reschedule.

**Exceptional Circumstances**

We understand that emergencies happen. If you need to cancel due to extenuating circumstances (e.g., medical emergencies), please contact us, and we’ll do our best to accommodate your situation.

**Business Cancellations**

In the rare case that we must cancel a training session due to unforeseen circumstances, participants will be offered:

* A **full refund**, OR
* The option to **reschedule at no additional cost**.

For any cancellation or rescheduling requests, please contact enquiries@k-me.co.uk