

Cancellation/Postponement Policy

In the event of cancellation or postponement by the client, we reserve the right to charge the following fees:

Notice Period of Cancellation/ Postponement	Fees Payable on Cancellation/ Postponement
Over 60-days	No fee
59 – 30 days	50%
29 – 14 days	75%
<14 days	100%

If there is a cancellation/postponement within **0 - 14 days, 100% of the fee will be payable.**

Rights are reserved to charge the client for any expenses already incurred for postponed or cancelled projects, e.g. bought-in services.

Payment Terms

- The Diversity Trust CIC applies a net 30-day payment of invoice term.
- Invoices are issued a month before the training, with payment due prior to delivery.
- All payments are to be made in GBP Sterling.
- If required, purchase order number/document should be provided prior to us sending you a booking confirmation.
- We are members of The Federation of Small Businesses (FSB) and reserve the right to claim interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998 if we are not paid according to our agreed credit terms.
- For bulk training, a discount will be given on the final invoice (if agreed at the time of booking).

Information correct as of January 2026