

Cancellation Policy

All cancellations must be received in writing via kent.team@sayso.health and will incur a £20 administration fee.

Cancellation Deadlines

- **Refund Eligibility:** Tickets are eligible for a full refund if the refund request is made within **3 days (72 hours) of the purchase date and time**.
- **Non-Refundable Tickets:** Any face-to-face tickets purchased on or after **1st September 2025** are **not eligible** for any refunds, regardless of the time elapsed from the purchase date.