

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**.
- **Non-Refundable Tickets:** Any face-to-face tickets, or any ticket including hands-on training day add on, purchased on or after **6th September** are **not eligible** for any refunds, regardless of the time elapsed from the purchase date.