



## **Suicide or Survive**

### **Cancellation Policy and Procedure**

### **WRAP and Supporters Programme**

#### **Applicability**

This policy applies to people who have registered and paid to attend a WRAP/ Supporters Programme and who then ask to cancel their place on the programme

#### **Policy and Procedure**

It is the policy of Suicide or Survive to treat all service users with respect and dignity and to be open, honest and transparent in our communications with them. As a charity receiving funds from a variety of sources we have a responsibility to ensure that those funds are put to use to achieve our mission and vision in the most efficient and effective manner possible. This policy covers cancellations for places on our WRAP and Supporters Programmes for which participants pay a fee of €75

Where an individual registers and pays a fee for the programme and later requests to cancel their place on the programme, the following cancellation and refund procedures apply:

- Cancellations made 2 weeks prior to the start date of the programme will receive a full refund
- Cancellations made 1 week prior to the start date of the programme will be refunded the amount they paid minus an administration fee of 1/3 of the fee paid
- Cancellations made within 1 week of the start date of the programme will not be refunded

Suicide or Survive will make this cancellations policy known to service users who register for a place on the WRAP or Supporters Programme in advance of taking payment.