

Booking & Cancellation Policy SSI

A new booking & cancellation policy will apply to all partners of the SSI starting from November 2014.

- 1- Tentative booking will be accepted at any time for any available dates on SSI calendar.
- 2- Tentative booking should be confirmed/cancelled within:
 - a. Two weeks if the booking was done within 61+ days prior to the course.
 - b. One week if the booking was done within 31 - 60 days prior to the course.
 - c. Two days if the booking was done within 30 days prior to the course.
- 3- Tentative booking will be cancelled automatically in case no written confirmation received from the partner within the above agreed periods.
- 4- Billing terms will commence on the date of the written confirmation.
- 5- The following refund policy will be applied on the total billing charges:
 - a. 25% of the total billing charges will be deducted if cancellation is requested within 61 - 90 days prior to the course.
 - b. 50% of the total billing charges will be deducted if cancellation is requested within 31 - 60 days prior to the course.
 - c. 100% of the total billing charges will be deducted if cancellation is requested within 30 days prior to the course.

The related service charges, which are agreed on annual basis, will be paid to the SSI upon issuing an official invoice.