

THE TWELVE

OPEN ENROLMENT PROGRAMMES: CANCELLATION POLICY

All cancellations of participation (including substitutions/transfers/postponement) must be confirmed in writing (via email) to:

Jaap Drenth
Office Manager The Twelve B.V.
office@thetwelve.eu
0031 (0) 20 6842533

The date of cancellation is considered to be the date of receipt, and will be acknowledged in writing within 3 working days.

The cancellation policy of The Twelve B.V. applies to all cancellations, transfers and postponements of participation received 45 days or less prior to the commencement of the programme/workshop/course.

The following cancellation fees shall apply:

45 - 30 days prior to the commencement of the programme 25% of tuition fee

29 - 8 days prior to the commencement of the programme 50% of tuition fee

7 days or less prior to the commencement of the programme 100% of tuition fee

To receive a full refund, the notice of cancellation must be received more than 45 days prior to the commencement of the programme. It is therefore important that you inform us in a timely manner if you must cancel your participation.

Replacements

In cases where a qualified replacement is identified by the company and admitted by The Twelve B.V. for the same programme and session dates, the cancellation fee will be waived.

Tuition Fee

The tuition fee covers tuition, materials, lunches and coffee breaks while on the programme. It is not inclusive of accommodation expenses and other incidentals. Any questions regarding our cancellation policy may be directed to the Office Manager of The Twelve B.V.

Updated August 2011