

## **Certificate & Diploma Cancellation Policy:**

Please note: All class cancellations are subject to the RSN Cancellation Policy, as follows and actioned on a case-by-case-basis.

### **All non-Intensive classes:**

- **Over 7 days' notice:**  
The student may change their booked day to an alternative day online. (once)
- **More than 24hrs but less than 7 days' notice:**  
A 50% credit is given - to be used towards the next class.
- **Non-attendance or cancellations within 24hrs are 100% non-refundable.**

### **All Intensive classes:**

- **Cancelled Intensive classes in the UK & USA are 100% non-refundable.**

YOU ARE GIVEN A CREDIT NOT A REFUND WHICH CAN BE USED TOWARDS YOUR NEXT LESSON AS IT IS A ROLLING PROGRAMME.

**All cancellations and transfers within 7 days need to be in writing and sent to:**

**[Education@royal-needlework.org.uk](mailto:Education@royal-needlework.org.uk)**