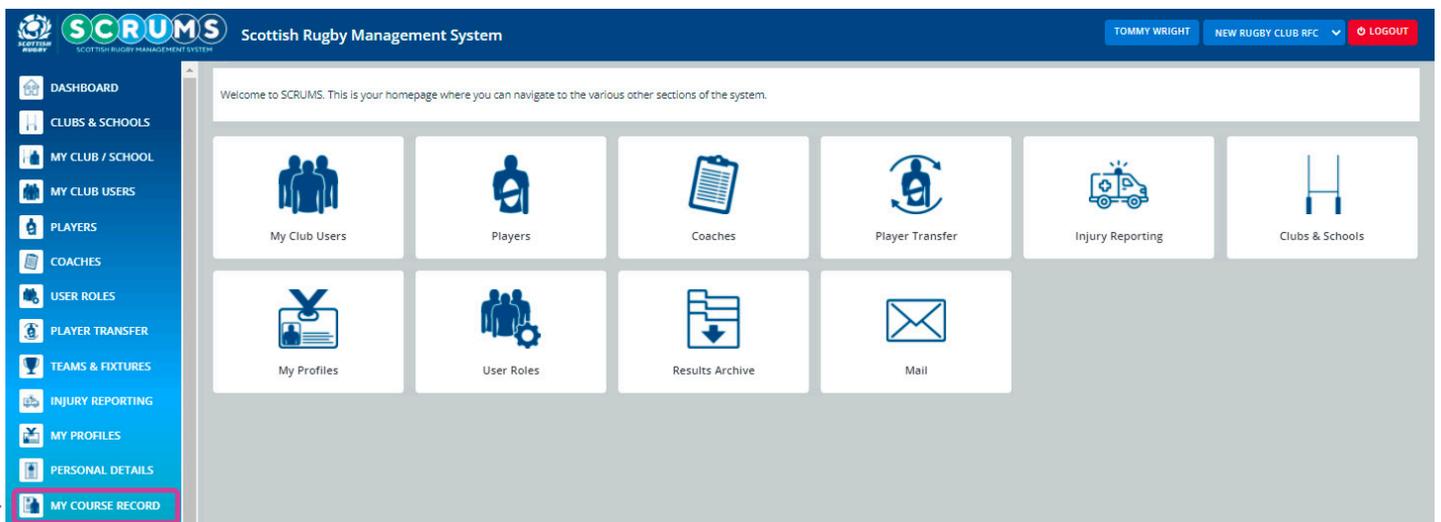# AMEND OR CANCEL A TRAINING COURSE BOOKING

This guide will detail how to amend your course booking and how to cancel a course booking and request a refund.

STEP 1

To access a record of your booked courses, navigate to the **'My Course Record'** section through the main menu sidebar, as highlighted.

STEP 2

On this page, you will see the course you have booked to attend, as well as any others that you have booked onto or completed.

To amend or cancel your booking, click the **'Amend/Cancel Booking'** button.

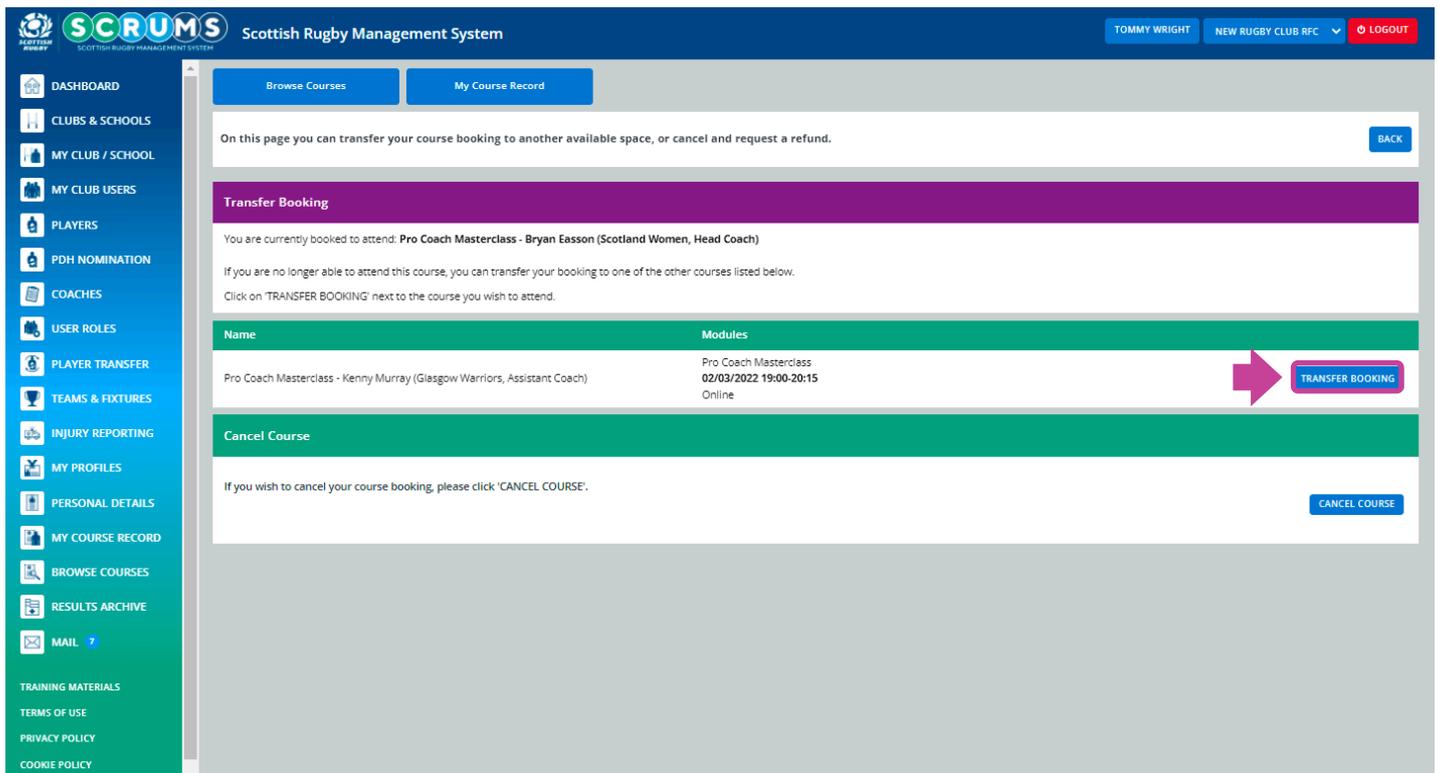# AMEND OR CANCEL A TRAINING COURSE BOOKING

STEP 3

From this page you can transfer your course booking to another available space or cancel and request a refund. If you wish to cancel your booking skip ahead to Step 6.

To transfer your booking to another available date, navigate to the **'Transfer Booking'** section.

This **'Transfer Booking'** section will highlight the current course you are booked to attend and will list suggested courses available for transfer.

From the list provided, transfer your booking to a new course you would like to attend by clicking the **'Transfer Booking'** button beside your preferred selection.

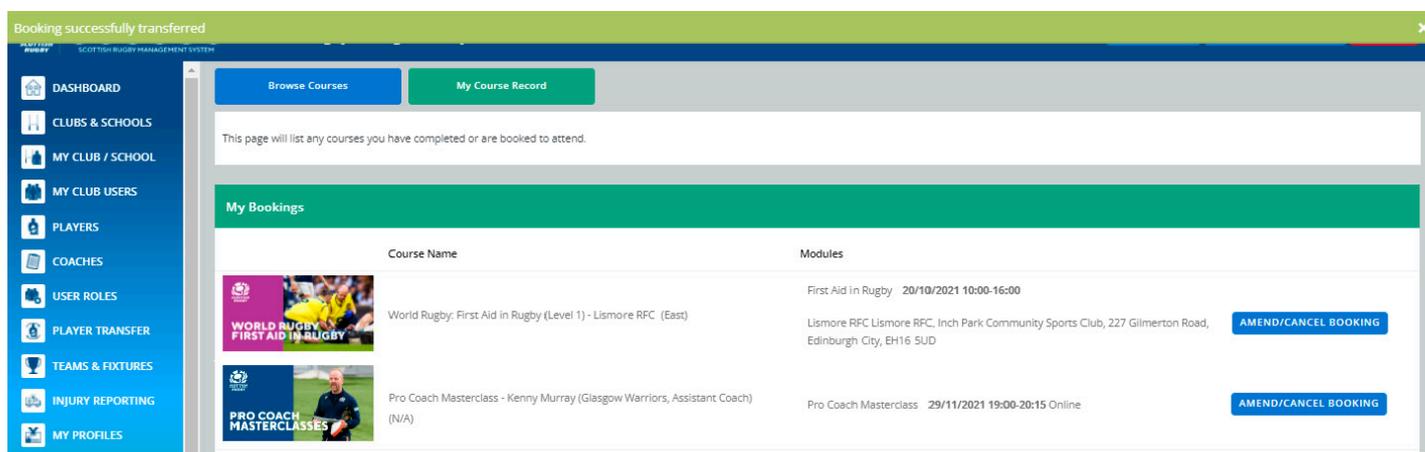# AMEND OR CANCEL A TRAINING COURSE BOOKING

STEP 4

You will then be asked to confirm your selection. Click **'Yes'** to continue.

You will not be asked to pay again, as your existing payment will be carried from the previous course selection.
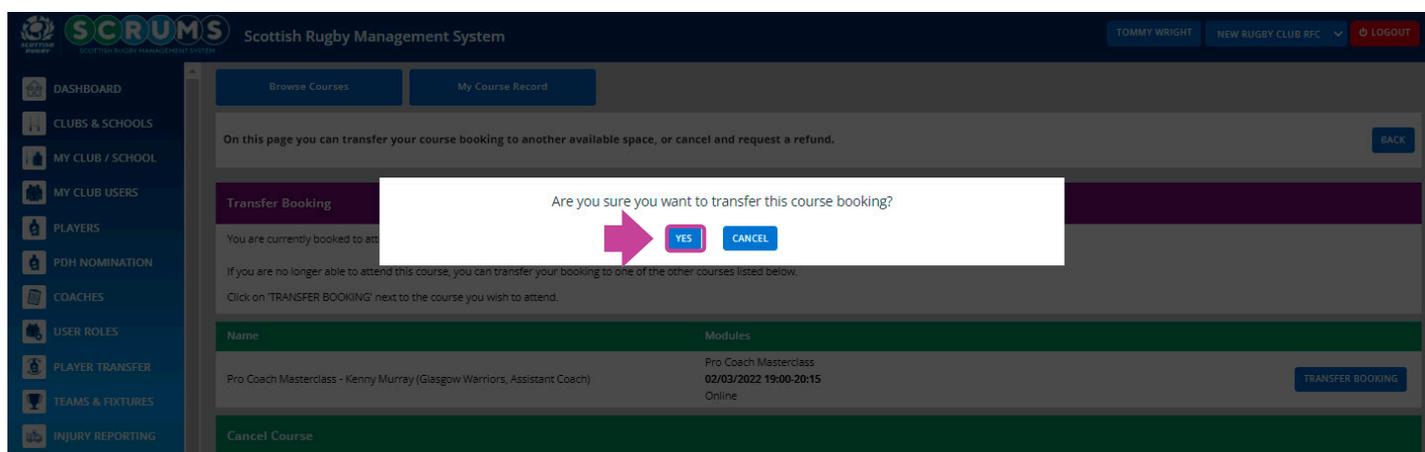
STEP 5

Once you have confirmed your selection you will be booked onto the new course date and returned to the **'My Course Record'** section of SCRUMS where details of your transferred booking will be available to view.
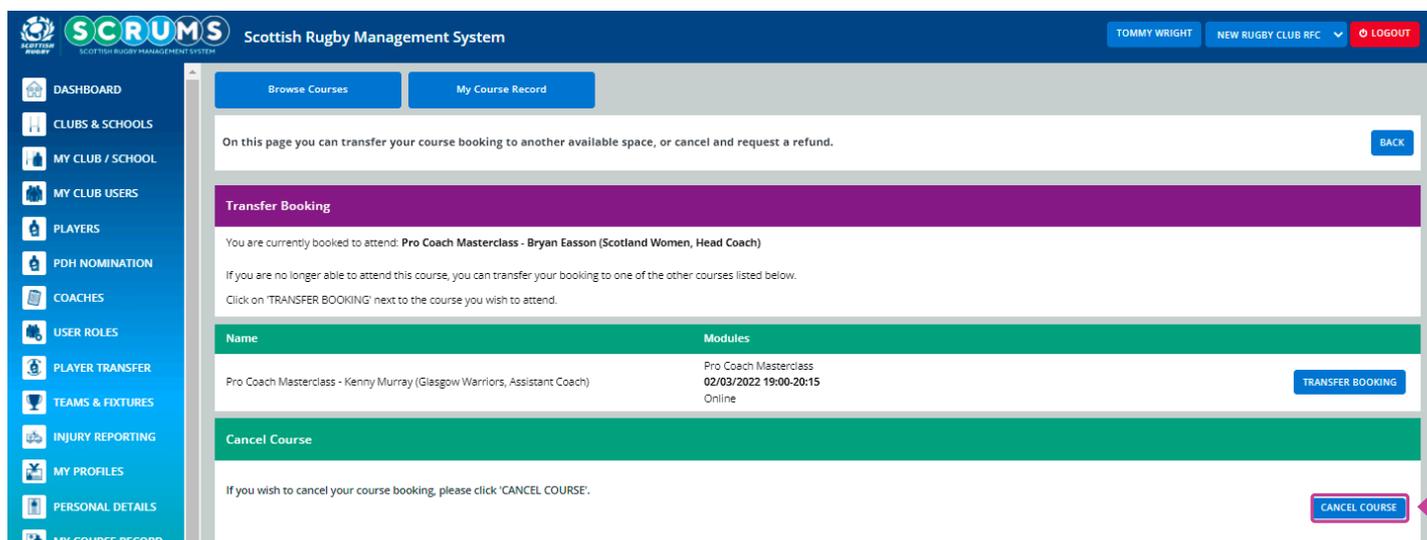
AMEND OR CANCEL A TRAINING COURSE BOOKING

STEP 6

If you wish to cancel your booking and request a refund, navigate to the bottom of the page.

To cancel your fee-paying booking and request a refund, click the **'Request Refund'** button.

If you were booked onto a non-fee-paying course the button will read **'Cancel Course'**.
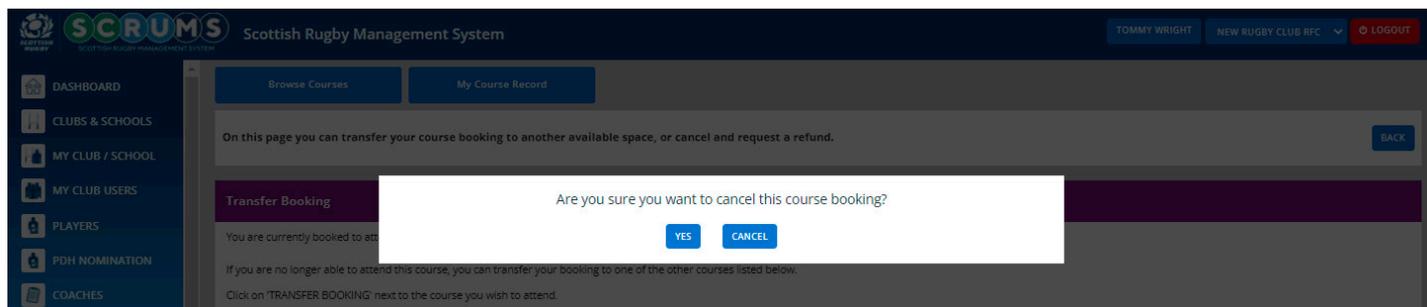

STEP 7

You will then be asked to confirm your selection. Click **'Yes'** to continue.
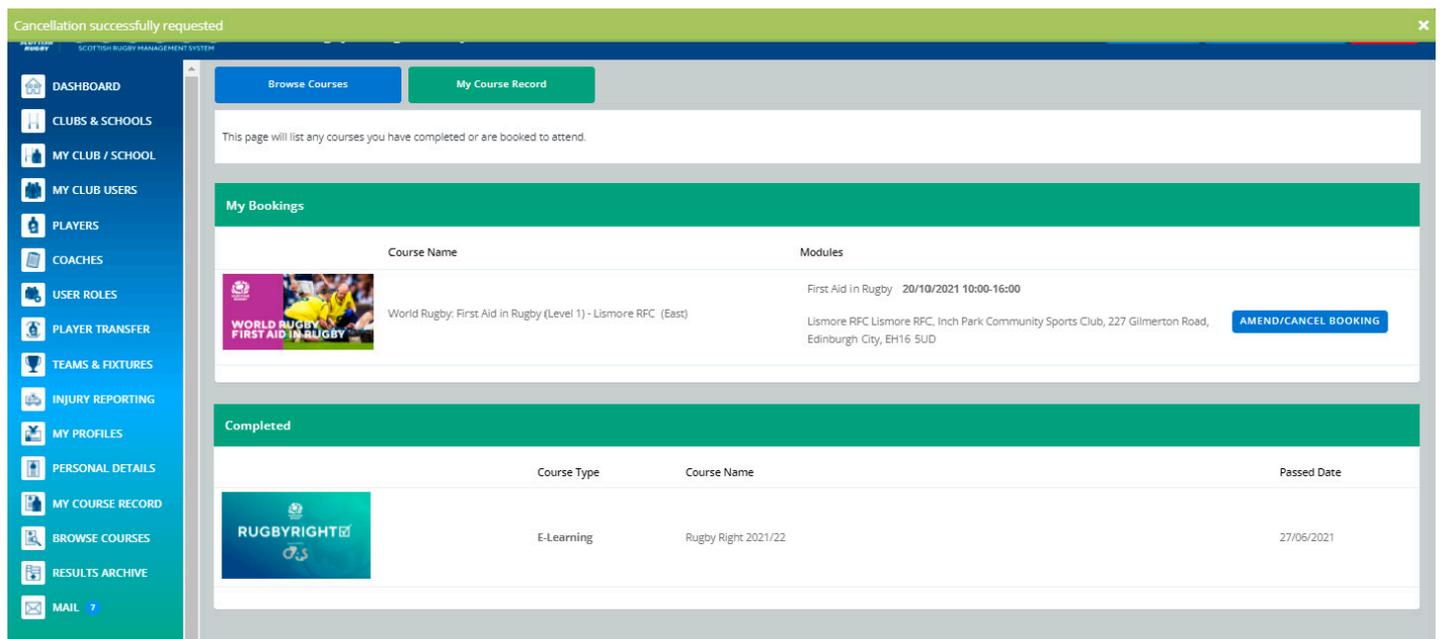
AMEND OR CANCEL A TRAINING COURSE BOOKING

STEP 8

Once you have confirmed your selection your booking will be cancelled, and you will be returned to the **'My Course Record'** section of SCRUMS where details of your booking will be removed.

If your course had a course fee, this fee will be refunded to your original payment method within 7 days of the refund request date.

You will also receive a cancellation and / or refund confirmation email to your listed SCRUMS email address.