

## IHS OSINT Training Cancellation, Postponement and Substitution Policy

If you have registered for a training session but are unable to attend, you may send a colleague in your place by supplying Lynne Raishbrook with his or her details:

**Lynne Raishbrook**

Head of Corporate Events  
Sentinel House, 163 Brighton Road  
Coulston, CR5 2YH  
UK

E-mail: [lynne.raishbrook@ihs.com](mailto:lynne.raishbrook@ihs.com)

Tel: +44 (0) 20 3253 2234

If you are unable either to attend or to send a colleague in your place then IHS will refund your payment minus an administration charge, as per the criteria outlined below:

- Cancellation more than one month prior to the event: refund minus 10% administration fee
- Cancellation less than one month prior to the event: refund minus 50% administration fee
- Cancellation after close of business on the day before the training begins, or non-attendance without a cancellation notice: no refund will be given

Please note that cancellations may only be accepted in writing, either by mail or e-mail.