

Terms and Conditions FAQs

I booked an activity after the closing date, but can no longer attend. Can I get a refund?

We do offer refunds if you withdraw due to medical reasons, unexpected caring duties or unforeseen circumstances related to travel. All refunds are subject to our Terms and Conditions. Please contact the CPD department as soon as possible; cpd@rad.org.uk

What happens if I need to cancel the day of an activity?

Please contact the CPD department, cpd@rad.org.uk, as soon as possible on the day of the activity or within the following five working days.

We understand that from time to time situations arise that mean plans change. We do offer refunds if you withdraw due to medical reasons, unexpected caring duties or unforeseen circumstances related to travel, i.e train/aeroplane cancelled without prior notice and which prevent you from attending the activity. All refunds are subject to our Terms and Conditions.

If I withdraw due to illness either on the day of the activity or before, do I need to send a medical certificate?

We trust our participants and if you confirm in writing that you have been unable to attend due to illness, we will accept this as evidence, please email cpd@rad.org.uk. We need to receive your confirmation as soon as possible as we close the activities portal five days after the activity has taken place.

What happens if the RAD cancel an activity I have paid to attend?

Where possible, the RAD will endeavour to inform you of the cancellation five working days prior to the activity start date or as soon as we are aware of the need to cancel. In these circumstances, activity fees will be refunded in full or if you prefer we will transfer your payment to another CPD activity of the same price.

I have booked my travel and accommodation, but the RAD has cancelled the activity. Will the RAD refund my expenses for the activity?

As outlined in our Terms and Conditions, the RAD are unable to reimburse you for any expenses incurred outside of the activity that you have booked. This includes travel and accommodation, or other activities related to attending the course, made either before or after the closing date. We recommend you take out insurance to cover cancellations.

Please refer to our [Terms and Conditions](#) for details of cancellations and refunds procedures.