Dear XXX,

Trust that you are well.

This is in regards to the confirmed participation of your 4 Electrical personnel on our upcoming 3-day masterclass on "**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**" held on \_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_ at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Please be advise that as of this time, cancellation bears a 100% Cancellation Fee. However, due to unforeseen circumstances that may affect the availability, below are the suggestions that we can offer:

1)      Pay in full and we will give a Credit Voucher. You can use this CV of equal or lesser amount for any of our programs within a year.

2)      Send a replacement

3)      Pay in full the 100% Cancellation Fee

As we would like to build a stronger and long-term  working relationship with your team, I hope we can come up to a mutual decision. I strongly suggest that you proceed on attending the program as everything is settled already.  Please be advised that due to the fees that we incurred already upon your confirmation, we cannot just cancel your participation because we already confirm the hotels, printed training materials etc. The registration form is a binding contract for us to go ahead in confirming and allowing your delegates to be part of this training. TERMS and CONDITIONS are all clearly stated in the form that you signed.

Please advise what option you prefer so we can take necessary actions on the matter.

Regards

Manager in Charge