

## Cancellation, transfer and refunding arrangements

- 1.1 If a Customer cancels the Agreement pursuant to Goods or Services related to the provisions of clause 3, clause 4 or clause 5 in the Terms and Conditions the following shall apply:
- a) Pre-course materials that have been issued cannot be refunded under any circumstance and a charge for the supply of materials will always be made
  - b) There shall be no refund of monies for any discounted course fees.
  - c) There shall be no refund of any monies received for cancellation within 21 days of the start of the course.
  - d) There shall be a refund of the course fee, less an administrative charge of 10%+VAT of full course fee for cancellations made between 21-60 days prior to the commencement of the course.
  - e) There shall be a full refund of the course fee for cancellations made 60 or more days before the start of a course.
  - f) At the discretion of the Director of the Company it may be possible for the Customer to seek to transfer the funds to be applied to another course, rather than cancelling. A transfer fee of 1% +VAT of the full course fee shall be payable. If a Customer has paid a discounted amount, then the difference (+VAT) between the normal full rate price and the discounted price must also be paid.
  - g) The Company shall not be liable to refund differences in fees that may arise when Customers make bookings at different times or for discounts negotiated.
- 1.2 If the Company cancels the Agreement, being for actions reasonably in control of the Company, pursuant to Goods or Services related to the provisions of clause 3, clause 4 or clause 5 of the Terms and Conditions not being delivered, the following shall apply;
- a) The Customer will be notified as soon as possible and entitled to a refund of those monies paid and received by the Company, less the cost of pre-course materials supplied to the Customer, or
  - b) The Customer shall be offered transfer to an alternative date and/or venue to attend an equivalent course
  - c) The Company shall not be liable for any other costs incurred by the Customer.
- 7.3 If the Company cancels the Agreement, being for actions outside the control of the Company, pursuant to Goods or Services related to the provisions of clause 3, clause 4 or clause 5 of the Terms and Conditions not being delivered, the following shall apply:
- a) The Customer will be notified as soon as possible and at the discretion of the Director of the Company shall be offered transfer to an alternative date and/or venue to attend an equivalent course
  - b) The Company shall not be liable for any other costs incurred by the Customer.

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