



## **Cancellation, Refund and Reschedule Policy:**

If you need to cancel or amend a confirmed booking, cancellation/amendment charges may incur.

### **Rescheduling your course**

If you are unable to attend on the scheduled course date reserved, you must notify us within 24 hours of booking. Once you do, we will reschedule the course date with you for a course date within the next 6 months, at the same location, subject to availability. There will be a fee of £99.99 for a new date.

A reschedule request must be sent to us by email 96 hours before the start of the course. We only allow a maximum of 1 reschedules per booking.

If you do not reschedule your course before it starts or fail to attend the course you have booked, regardless of reason you will be required to pay for a new booking if you wish to take the course in the future. And will not be entitled to any refunds

### **Insufficient ID brought to the course:**

It is a requirement by the regulator to have ID on you at all times during your training. If you do not bring the required IDs to your course, you will need to be rescheduled onto another course and you will be charged a £99.99 rescheduling fee.

If you are going to be late to the course, you must contact us. If you are going to be unreasonably late to the course, you will have to be rescheduled onto another course. You will be charged a £99.99 rescheduling fee for this.

### **Cancelling your course:**

Our courses are non-refundable 24 hours after booking. You can receive a full refund if you inform us within 24 hours of booking of your intention to cancel, and you will be refunded the amount paid for the course. Courses cancelled after 24 hours of booking will not be eligible for any refund.

If you have paid a deposit and fail to notify of non-attendance, you are not eligible for a reschedule or refund. Then you will not receive a reimbursement of your deposit and the remaining payment will be due.

In the event of non-attendance where payment has been received, you will not be eligible for a refund.

Any discounted / promotional course you booked will not be entitled for any refund.

If you have to cancel your course due to a medical reason, we would require evidence i.e: Doctor's letter. A handling and administration fee of £99.99 would be charged or deducted from your order amount when you require a refund due to a medical reason.

### **Course cancellation by us:**

If we cancel a course, you are eligible for a full refund for the cancelled course. However, if we offer the same course on the same date on another venue which is a reasonable distance, you will not be able to get any refund for the course but you may be eligible for a concession.

If we conduct an Initial assessment, and you are unable to pass it, you will be given a refund. However, an administrative fee of £99.99 will be deducted from your course fee paid.

### **Re-sit exam for the Security related course only:**

You must attend the resit session you book. If you fail to attend the session on time, you will lose any resit fees paid.

If a customer cannot attend a booked resit then they need to inform us at least 96 hours before the resit – resit cancellation fee is £50.00 but you must resit the exam within 12 weeks.