

Training Courses – Refunds and Cancellations Policy

For delegates wishing to cancel:

Delegates have 14 days from the date of booking to cancel and receive a full refund or transfer to another date free of charge. After this period of time, if they wish to cancel they will need to contact the Education team 15 days prior to the date the course is due to commence in order to receive a 50% refund or pay a 25% admin charge to transfer onto an alternative course. If less than 15 days' notice is given then we will be unable to refund or cancel the booking unless on medical grounds.

For medical withdrawals we will offer a 75% refund or transfer onto an alternative course paying a 25% admin charge, we must receive medical evidence into the office no later than five working days after the intended course date.

Accredited Professionals who have booked on free of charge must provide a minimum of 15 days' notice unless under medical grounds, in writing prior to the course they wish to cancel or transfer. Failure to do so will result in paying in full to attend future courses.

For cancellations:

All courses are checked for viability approximately 10 working days prior to the course date. At this point, any course that has insufficient numbers may be cancelled. In this instance, delegates booked on the cancelled course will receive a full refund or free course transfer.

Due to adverse weather or other unforeseen circumstances:

In the event of adverse weather conditions, a decision will be made on the last working day before a course is due to take place as to whether or not it will be cancelled. If a course should be cancelled for any reason, we will endeavor to contact all delegates. Each delegate will be telephoned and emailed advising them of the cancellation.

It is the responsibility of each delegate to ensure that the Education team has their correct contact details. If delegates then arrive at a venue for a course that has been cancelled, any expenses incurred by a delegate are wholly their own.

If the centre holding the course or the presenter is unable to attend the course, all delegates will be contacted as soon as possible.

We will endeavor to reschedule the course or if the rearranged date is unsuitable, delegates will be offered a free transfer to a new course date or a full refund. Please note that any expenses incurred by a delegate are wholly their own.

Replacement certificates:

If a delegate requires a new First Aid or Safeguarding certificate, please contact the Education Team who will be able to issue a new one for a £5 administration fee.