

## **Payment Terms**

Payment required in full prior to course commencement. Your place is not guaranteed until full payment is received

## **Refund/Cancellation Charges**

- If any training is cancelled **more than 30 days** before the course start date, then a full refund will be offered.
- If any training is cancelled **between 12-30 days** before the course start date, then a 75% refund will be offered
- If any training is cancelled **between 7-12 days** before the course start date, then a 50% refund will be offered
- If training is cancelled **less than 7 days** before the course start date then no refund is offered, however you may be offered an alternative course date at our discretion.

## **Administration Charge**

Any changes to a course booking will incur an administration charge of £25.00 plus VAT.

## **For your Information**

1. Please ensure you bring photographic ID with you
2. Language Guidance. All delegates on the course must have a good understanding of English in order to undertake the multiple-choice question paper. If our trainer believes the delegate cannot understand or speak English, they have the right to refuse them on to the course. If a delegate can speak and understand English but cannot read English, a staff member can read the question paper out to them. If you require any further guidance, please contact us prior to the course date.
3. Special Dietary Requirements: This is a full day course and Lunch/Refreshments (usually freshly made sandwiches) will be supplied by us. Delegates with any Special Dietary Requirements should make their own arrangements for lunch.