

Booking and Payment Terms

Booking & Payment Details

All course places must be booked in advance to ensure the necessary paperwork and resources are prepared for each session. Confirmation of your place will be provided once full payment has been received, unless alternative arrangements have been agreed in writing.

Changing Your Booking

We appreciate that circumstances and commitments can change, which may prevent you from attending the course after booking. There are options available should this occur:

Transfers

You may transfer to an alternative course date, subject to availability. Transfer options may be limited, and we require at least seven working days' notice for any transfer requests. If less than seven days' notice is given, a £30 administrative fee will be charged.

If you are unable to attend and wish to offer your place to another individual, please contact us. Approval for such changes is considered on a case-by-case basis due to varying requirements from awarding bodies.

Cancellations by the Learner

If you need to cancel your course place, the following terms apply:

- Cancellations made at least 14 days before the course start date will be refunded in full, or you may transfer to a future date, subject to availability.
- Cancellations made between 7 and 14 days before the course start date will incur a charge of 50% of the course fee. You may also request a transfer to another course, subject to availability.
- Cancellations made less than seven days prior to the course start date are non-refundable.
- If you do not attend on the day of the course, the full fee will be charged. Additionally, a £30 administrative fee applies if you wish to transfer to another course.

Cancellations by the Provider

In the unlikely event that we need to cancel or reschedule a course, you will be offered either an alternative date or a full refund. We cannot accept liability for any additional costs incurred, such as travel or accommodation expenses.

Late Arrival

Please be aware that arriving late may prevent you from participating and receiving certification, as required by the awarding body. If you anticipate any issues with arrival on the day, please contact us to discuss your situation. In some cases, transfer to another course may be offered if you are unable to arrive on time.

Certification

Certificates will be issued upon successful completion of the course and full attendance. Please note that the awarding body may take up to 14 working days to process and issue your certificate.