

COURSE CANCELLATION

- i) Course cancellation of 10 working days or more (Mon-Fri inclusive) will incur a full refund where we have received cleared funds or, at our earliest opportunity when funds have not cleared. Candidates may transfer bookings before 10 working days at no cost.
- ii) Cancellation less than 7 working days will incur a 50% administration fee. Non attendance without the production of a signed Doctors note of authority will result in full forfeiture of any fees paid. Candidates may transfer bookings to an identical course with no penalty on a one time only basis.
- iii) Our course start times are promulgated and the Association withholds the right to refuse entry to course anybody who arrives unduly late or we know or suspect is under the influence of drugs or alcohol or any other substance deemed detrimental to the safety of the individual or others, or where such a case arises during a course. In such a case full forfeiture of any fees paid will apply.
- iv) Although we will endeavour to assist you, it is the candidates' responsibility to ensure that all pre requisite certification, documentation and/or identification is held by the candidate and can be provided before we undertake training or issue certification. Candidates unable to provide this information will not be able to start/complete any training and no refund will be made.
- v) Where the Association is required to cancel a course for whatever reason, we will notify you on your contact number or email as given to us. We will leave a message where appropriate. We will not give further telephone notifications. Any costs incurred by the candidate for travelling etc to cancelled courses will not be reimbursed by the Association.
- vi) Where the Association cancels a course, the Association will offer the candidate a new training date and/or venue. Where this is not acceptable or possible, a full refund will be made to the person, company or body that made the original payment.
- vii) Refunds that have been made by card will only be assigned back to the card of issuance. Payments by cash or cheque will be refunded by cheque to the payee.