

Types of Bookings

There are two types of bookings available for course delegates:

- **Fixed Bookings:** these are non-refundable and non-transferable but are priced at a discounted rate.
- **Flexible Bookings:** these are potentially refundable and transferable and are priced at the standard rate.

	Flexible Booking	Fixed Booking
Pricing policy	Standard course fee	Discounted course fee
Amendments policy	Amendments may be made to the existing booking, FREE OF CHARGE	Amendments may be made to the existing booking, subject to an admin charge of £25 per change
Transfer policy	<p>TRANSFERS MAY BE MADE, to a future course, FREE OF CHARGE</p> <p>This is subject to the following conditions:</p> <ul style="list-style-type: none"> • Transfer requests have to be made at least 30 days before a course. Transfer requests that are received less than 30 days before a course shall be treated as a cancellation and the cancellation policy shall apply (see below). • If the transfer request is made by the delegate at least 60 days before the date of the original course, then the delegate is free to choose which future course they wish to attend (subject to availability). • If the transfer request is made by the delegate 30 - 60 days before the date of the original course, then the date of the future course is at the discretion of the training centre. If the suggested date is not agreeable to the delegate, the cancellation policy shall take effect (see below). 	NO TRANSFERS MAY BE MADE, except on compassionate grounds
Cancellation policy	<p>REFUNDS ARE GIVEN – the extent of the refund will depend on the time of cancellation</p> <p>Cancellations more than 60 calendar days before the course: 100% REFUND GIVEN Cancellations 45-60 calendar days before the course → 75% REFUND GIVEN</p>	NO REFUNDS ARE GIVEN, except on compassionate grounds

	Cancellations 30-44 calendar days before the course → 50% REFUND GIVEN Cancellations < 30 calendar days before the course → NO REFUND GIVEN	
--	--	--

Compassionate Grounds

We understand that there may sometimes be unforeseen, extenuating circumstances (out with their control) that make it impossible for a delegate to attend a course. We wish to be compassionate under such circumstances. However, it must also be borne in mind that the training centre also incurs non-refundable expenditure prior to a course. Therefore, we consider each case on its own merit. Please note: the decision to offer a refund or transfer on compassionate grounds is solely at the discretion of the training centre.

Procedure to follow if you wish your case to be considered on compassionate grounds

- 1. The delegate should write to us, citing their circumstances and the grounds on which they would like a transfer or cancellation of their course booking** (examples that we may accept are: death of an immediate relative in the week preceding the course; emergency hospital admission of the delegate themselves during the time of the course).
- 2. The delegate should attach items of evidence, that are acceptable to us, of the extenuating circumstances which they felt were out with their control and which prevented their attendance at a course.**
- 3. The delegate should indicate whether they are requesting a refund or transfer.**

If the training centre accepts the grounds on which the delegate has requested compassionate consideration, the delegate will then be offered:

EITHER a full refund (minus the non-refundable deposit) in the case of cancellations.

OR a transfer to a future course. Their placement shall be moved automatically to a course of the delegate's choice (if the course is > 2 months in the future) or at the discretion of the training centre (if the requested course < 2 months in the future).

Please note: transfers may only be done once on compassionate grounds. Once the transfer is done, the standard terms and conditions of fixed bookings shall apply.