

# Terms and conditions

## 5 CLIENT'S SUBSTITUTIONS AND CANCELLATIONS

### 5.1 CPC courses

For CPC courses, where notification is received in writing less than four weeks prior to the commencement of the course, fees cannot be refunded or transferred. Where notification is received in writing more than four weeks prior to the commencement of the course, the full fee will be refunded or the booking may be transferred to another course. Any study material already issued must be returned before a credit is raised. You may substitute one delegate for another without penalty until registration takes place with City & Guilds or OCR examination boards.

### 5.2 DGSA courses

For DGSA training courses, where notification is received in writing less than four weeks prior to the commencement of the course, fees cannot be refunded or transferred. Where notification is received in writing more than four weeks prior to the commencement of the course, the full fee will be refunded or the booking may be transferred to another course without penalty.

### 5.3 All other courses (including in-company bookings)

Where notification is received in writing more than four weeks prior to the commencement of the course, the full fee will be refunded or the booking may be transferred to another course.

Where cancellation in writing is received less than four weeks but more than two weeks prior to the starting date of the course, fees cannot be refunded but can be transferred to another course and are subject to an administration fee of £50 plus VAT, or another delegate may be substituted, subject to a £50 administration fee (excluding VAT).

Where notice of cancellation is received less than two weeks prior to the commencement of the course, fees cannot be refunded or transferred.

**Full terms and conditions are available. Please contact us on 03717 11 22 22\***

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