

Online Courses - eLearning/Remote learning and Blended Learning

Fees and charges applicable to all courses (including in-company bookings) Changes or cancellations of bookings.

Days to Delivery	Transfers*	Cancellations*
<u>UNDER 3</u> clear working days	15% of Booking Value charged to transfer	Non-Refundable

*All charges shall be discretionally due at the point of change/cancellation

Classroom Courses

Fees and charges applicable to all courses (including in-company bookings) Changes or cancellations of bookings.

Days to Delivery	Transfers*	Cancellations*
<u>UP to 30</u>	25% of Booking Value charged to transfer	Non-Refundable
31 to 60	No charge to transfer	£25 per delegate charge or 15% of booking value for in-company rates
Over 61	No charge to transfer	No charge for cancellation

*All charges shall be discretionally due at the point of change/cancellation

* Examination fees are non-refundable and any changes subject to a re-charge

* First examination can be forfeit <30 days without charge, resit is subject to standard charges

* Excludes 'DCPC Consortium Training' as this operates under separate terms