

# Booking & Cancellation Policy

**Booking:**

Booking can be made online, by email, or phone.

Once payment is received, confirmation will be sent by email or text.

**Payment Terms:**

Our standard payment terms require full payment 10 days before the course date.

Certificates will not be delivered until full payment is received.

**Transfers and Cancellations:**

If you need to transfer to another course or cancel your booking, the following charges will apply, depending on the notice given:

- First transfer: Made more than one week prior to the course start date - no charge
- Transfer with three days or less notice given - 100% of the course fee

All transfers must be taken within a period of six months.

Cancellation must be made in by email and should be addressed to Elsa Simoes.

In the event of cancellation, the following charges will apply:

More than one week prior to the course start date - no charge

3 days or less prior to the course - 100% of the course fee

**Non-Attendance:**

If you do not attend the course and have not informed us in advance, the full course fee remains payable and non-refundable.

**Legislation:**

This policy is subject to UK legislation.

If you have any questions or concerns about this policy, please contact Elsa Simoes.

Name: Mrs Elsa Simoes

Signature 

Date 25<sup>th</sup> July 2023

Review Date July 2024