



Cancellation Policy

Partner Agencies

If you work for a partner agency and cancel your place with more than 4 week's notice you will not be charged. However, if you cancel your place with less than 4 week's notice you will not be able to transfer your booking to an alternative date and your service will be charged the full course cost. The only way to avoid the charge is to find a relevant substitute to go in your place. The substitute must be registered on the system and you must provide his/her details before the course is due to run – this will allow your cancellation to link to the substitute's booking.

If you "no show" on a course, your service will be charged the full course cost.

Non-partner Agencies

If you work for a non-partner agency and you cancel your place with more than 4 week's notice you will not be charged. If you have already paid for your course you will not be given a refund but will have the opportunity to book on an alternative date or nominate a substitute to go in your place. The substitute must be registered on the system and you must provide his/her details before the course is due to run – this will allow your cancellation to link to the substitute's booking.

If you cancel your place with less than 4 week's notice your course payment will be retained ie you will not be given a refund. You will not be able to transfer your booking to an alternative date but you may nominate a relevant substitute to go in your place. If you nominate a substitute you must ensure that they are registered on the system and you must provide his/her details before the course is due to run – this will allow your cancellation to link to the substitute's booking.

If you "no show" on a course your service will be charged the full course cost.