

Refund Policy

1. Online Training Courses

Should an online training course be cancelled by a delegate, where full payment has been received in advance a refund will be given, provided the course has not been accessed.

If the course content has already been accessed, the full course fee is non-refundable.

If a full refund is approved by the Right Directions Management Team, the full amount will be credited by BACS using the original bank details provided.

On occasions, unforeseen circumstances may require us to cancel a course.

In such circumstances you will be given as much notice as possible and either a free transfer to another course or a full refund of fees paid.

2. Face-to-Face Training Courses/ Events

Should a place be cancelled by a delegate, where full payment has been received in advance a refund will be given for the remainder of the cost (excluding the cancellation fee), within 10 working days of written cancellation being received by the team.

Our cancellation terms and fees are as follows:

- Greater than 28 calendar days' notice - No cost
- Between 28 and 14 calendar days' notice - 25% of Agreed Quote
- Between 13 and 7 calendar days' notice - 50% of Agreed Quote
- Less than 7 calendar days' notice - 100% of Agreed Quote

If you do not attend a course, and you have not previously informed us, the full course fee is non-refundable.

If a full refund is approved by the Right Directions Management Team, the full amount will be credited by BACS using the original bank details provided.

On occasions, unforeseen circumstances may require us to cancel a course.

In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.