

# Refund Policy & Cancellation Terms

## 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.

Any credit for online training courses will be valid for 12 months from date of Service Agreement.

## 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 28 working days of written cancellation being received by the team.

Our cancellation terms and fees are as follows:

- o 28 days or less prior to training course, a charge equivalent to 100% of the fee will apply
- o 28 – 56 days prior to the training course, a charge equivalent to 50% of the fee will apply

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.

## 3. Cancellation Terms

Right Directions require the following written notice and applicable charge for the cancellation of any works agreed:

- o Greater than 28 days prior to the visit date, no charges will apply
- o 14 - 28 days prior to the visit date, a charge equivalent to 25% of the fee will apply
- o 7 - 13 days prior to the visit date, a charge equivalent to 50% of the fee will apply
- o 7 days or less prior to the visit date, a charge equivalent to 100% of the fee will apply
- o All cancellations may incur an administration fee of £100 irrespective of the length of notice provided.

