

BAFSA

COURSE CANCELLATION, REFUND & CHARGING POLICY FOR INDIVIDUALS AND COMPANIES

Individuals & Companies

We acknowledge that sometimes there is a need to cancel your enrolment from a course/training workshop. If you cannot attend, or no longer require a place, please provide notice of cancellation at least 21 working days prior to the course start date. Failure to provide sufficient notice will result in your being charged the full course/training workshop fee.

A cancellation fee will not be charged if your company nominates someone else to attend in your place, **however, an admin fee of £30 plus VAT will be charged.**

Cancellation of any courses must be in writing from the delegate's supervisor or HR Department at least **21 working days prior to the start of the course.**

Change of candidate request: must be in writing and submitted no later than **14 working days prior to start of the course.**

Course cancellation initiated by BAFSA

Occasionally it is necessary for courses to be cancelled, or rescheduled by BAFSA. The Course Administrator or Course Tutor will send an email to advise you of the cancellation and, if possible provide a new date for the course. We will endeavour to give at least 10 working days notice prior to the course start date. **If a course is cancelled by BAFSA within 10 working days and an alternate date is not acceptable, you will receive a full refund.**

Refunds

All refunds will be made within 10 working days.