



Westwood Training and Consultancy

Cancellation and refund policy

Purpose

To be clear and transparent about circumstances of cancellation and refund in relation to courses run by WTC for our learners.

Policy Statement

WTC recognise the importance of clear communication, understanding and expectation with regard to commitment and cancellation of training courses by either the learner or the centre.

This policy outlines the procedures and policy commitments should cancellation be deemed the only course of action.

Cancellation

Course Cancellations & Refunds

Classroom Course (In house course)

By completing your registration for a course and making a payment of full or instalment fee, you agree to the following Terms and Conditions:

You have the right to cancel your booking at any time at the following terms:

1.1 Any Classroom course cancelled after registration – admin fee of **25%** of the course price applies (which will not be refunded), remaining deposit will be refunded. You need to request the course cancellation 5 working days before the course starting date.

1.2 You are not eligible for any refund if you made a request for course cancellation less than 5 working days before the course starting date.

1.3 1 Westwood Training and Consultancy reserves the right to cancel a course if number of delegates have not reached the minimum required to run the course effectively. The company also reserves the right to cancel in the event of an unforeseen circumstance which disables a safe training environment. In the event of a cancellation, WTC will either arrange for an alternative course date or offer a full refund of the fee paid.



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Online Courses (Distance Learning)

Under this refund policy and under guidance of the Consumer Contracts Regulations 2013, you may cancel your purchase of the course within the period of 14 calendar days (cancellation period) from the date on which the contract of purchase is concluded. Please note that, **the right to cancel will not apply, after we issued your login detail for online study platform before receive your cancellation request to us.**

If you choose to cancel within this period you will receive a refund of the price within 30 days if you are eligible for refunds.

If we posted any study material to you, you should return them to us before the refund.

Please allow up to 2 working days to receive your online training details (Login details).

Once a course has been redeemed, we cannot grant a refund. All refund requests can be sent to WTC, Spriggs Yard, Little Sampford, Saffron Walden CB10 2SA.

Course Deferral

Please refer to WTC Deferral Policy.

Refund Procedure

Any refund will take up to 30 days to process.

Learner long absence and write off

Long absence for the purpose of the course is a period of 25 working days from the time the trainee attended their latest session.

Long absence unless caused by lack of spaces to book a training session or with prior notice to WTC in writing either by email or post, will result in an automatic cancellation of the work experience by WTC and no refunds will be due to the learner. Cancellation notice will be sent to learner by WTC 7 days before the cancellation is affected.

Review



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The policy will be reviewed in September 2022

We will review this policy and its associated procedures annually as part of our self evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

Centre Policies

Deferral Policy
Withdrawal Policy