

Terms of payment

A full payment must be made before the course starts to secure your place. Payment confirmation is required to secure your spot.

Refund and cancellation policies are as follows:

- More than **30 days** before the course: **full refund**
- Between **14 and 30 days** before the course: **75% refund**
- Between **7 and 14 days** before the course: **50% refund**
- Less than **7 days** before the course: **No refund**, but alternative course dates may be offered at our discretion.

Changes to course bookings will incur a £20.00 administration charge.

Important information:

1. Bring photographic ID to the course.
2. All delegates must have a good understanding of English for the multiple-choice question paper. If a delegate is deemed unable to understand or speak English, they may be refused entry. If a delegate can speak and understand but cannot read English, a staff member can read the question paper to them. For further guidance, contact us before the course date.