

This policy covers the cancellation of planned training and assessment events along with all fees collected from clients or direct customers in advance or invoiced. This policy applies to TES Training providing training, assessment, recognition and qualification services.

Cancellations

All bookings are accepted in accordance with TES Training's terms and conditions and schedule of rates. All cancellation charges include VAT.

In the event of a cancellation the following charges will apply:

- More than 14 days (2 weeks) – No charge
- Less than 14 days (2 weeks) – 100% of event fee

Where the learner decides to withdraw from the course after the course has commenced, full course fees plus VAT remain payable to TES Training.

Candidates arriving late will be classed as a "no show" and the full course fee plus VAT shall be payable to TES Training.

Refunds

TES Training agrees to refund within 28 days of the event commencement date all fees paid whereby reason or reasons beyond the customers control prevent the learner from attending the training / assessment event. These include:

- Acts of god
- Acts of government authorities
- Civil strike and riots

The payment of refunds; If original payments are made by credit card, refunds will only be made to that credit card otherwise refunds will be through the BACS system.

TES Training agrees to refund within 14 days without deduction all fees where TES Training cancels the course or where the commencement of the course is postponed for more than four weeks.

Signature:



Name: Derek White
Title: Training Manager
Date: 01 March 2019
Review: April 2020