

COAST AND FOREST EDUCATION

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Course booking, cancellation, and withdrawal Policy

Date last updated: 16.11.21

Next update: 16.11.22

Purpose

Coast and Forest Education is committed to providing an efficient and high standard of service to all. We continually work to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. This policy should be read in conjunction with our other Training Centre policies.

Policy

Course bookings and payment of fees.

- 1.1 All fees requested must be paid 10 days prior to course start date
- 1.2 If booking within 10 days prior to start date, fees must be paid immediately on receipt of invoice
- 1.3 Certification will not be released until full payment has been made.
- 1.4 Attendance on a qualification course does not automatically guarantee certification

Course cancellation

- 2.1 Cancellation notices must be received in writing.
- 2.2 Cancellation notice of 10 days or less: a charge of 100% of the total cost will be made.
- 2.3 Cancellation notice made from 11 to 20 working days before the planned date, a charge of 50% of the total cost will be made.
- 2.4 Cancellation notice made 21 working days or more before the planned date, no charge will be made for training but an administration fee of £15 will be made plus £15 for the digital resource manual if access to it has already been made.
- 2.5 In the unlikely event that COAST AND FOREST EDUCATION postpones the training, the course will be rescheduled, and you will be transferred to an appropriate alternative date.
- 2.6 Should you choose to withdraw from the course once the course has started, there will be no refund of any fees paid.

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