

MARK ONE TRAINING CANCELLATION POLICY



ID Requirements

All delegates must bring photo ID.

Payment Terms

Account Customers will be charged to their monthly account. Non account customers will be required to pay at the time of booking the course. All certificates are posted out to the bill payer (not the delegates), once full payment has been received.

Cancellation Charges

Any changes to the original booking (including cancellation more than 48 hours before the date of training) will incur an administration charge of £25.00 plus VAT.

Cancellation charges are as follows:

Less than 48 Hours before the date of Training - 50% of total cost

Less than 24 hours before the date of Training - 75% of total cost

If no delegates arrive on the day of Training - 100% of total cost

Cancellation Charges for City and Guilds Confined Space courses

Once a booking has been confirmed, any cancellation made by the customer will be subject to the following charges:

- Cancellation more than 3 working days before the course start date: 50% of the course fee.
- Cancellation within 3 working days of the course start date, or non-attendance: 100% of the course fee.

Substitute delegates may be accepted subject to prior agreement.

Weekend Booking Amendment and Cancellation Policy

Any amendment to a weekend booking, including changes to the training date or cancellation, made at any time after the booking has been confirmed will incur a charge of 25% of the total booking value.

IN FAIRNESS TO OUR INSTRUCTOR AND OTHER DELEGATES ON THE COURSE, PLEASE TELEPHONE US ON 01702 545454, OPTION 1 TO ADVISE OF ANY LATENESS/CANCELLATION. LATE ARRIVALS MAY BE REFUSED ENTRY TO THE COURSE.