

# 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

Please note that you will be charged 50% of the total cost if cancellation is made less than 1 week before the date of Training and 100% if the course is cancelled within 72 hours. Please note, if any delegates do not arrive on the day you will be subject to 100% of the total cost.

**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.**