

ROH TRAINING

Booking & Cancellation Policy

Business Type: Limited company

Effective Date: September 2026

Website: <https://rohtraining.co.uk>

Email: info@rohtraining.co.uk

Telephone: 02071237929

1. Purpose

1.1. This Booking & Cancellation Policy explains how to book a course with ROH Training and the arrangements that apply if a learner wishes to cancel, transfer or request a refund.

1.2. This policy should be read together with the ROH Training Terms and Conditions.

2. Making a Booking

2.1. Providers/Learners may book through the ROH Training website, by email, telephone or through another booking method confirmed by ROH Training.

2.2. Providers/Learners must provide accurate information, including their full name, contact details, selected course and preferred course date, and preferred venue at the time of booking.

2.3. A booking is not confirmed until ROH Training has confirmed the booking and received any required payment or deposit.

2.4. ROH Training may request additional information where required for course administration or certification.

3. Payment

3.1. Full payment must be made by the deadline stated at the time of booking.

3.2. Where a deposit or payment plan has been agreed, the remaining balance must be paid by the stated deadline.

3.3. If payment is not received by the deadline, ROH Training may cancel the booking and offer the place to another learner.

3.4. Any applicable booking, registration or administration fees will be explained before payment is taken.

4. Cancellation by the Learner

4.1. A learner who wishes to cancel must notify ROH Training in writing by email.

4.2. The following cancellation terms apply:

- More than 14 days before the course: a refund may be issued, less any clearly stated non-refundable booking or administration fee.
- 7–14 days before the course: the learner may receive a 50% refund or may request a transfer to another available course date.
- Less than 7 days before the course: the course fee may be non-refundable. A transfer may be offered at ROH Training's discretion.

- Failure to attend without notice: the course fee may be non-refundable.

4.3. Any refund will be processed using the original payment method where possible.

5. Refunds

5.1. Refunds will be considered in accordance with this policy, the booking terms and applicable consumer law.

5.2. Where a learner is entitled to a refund, ROH Training will normally process the refund within 14 days after the cancellation or refund has been approved.

5.3. Refunds will normally be made to the original payment method and, where applicable, to the person or organisation that made the payment.

5.4. Any non-refundable booking, registration or administration fee will be clearly explained before payment is taken.

5.5. No refund will be provided for training already completed, assessments already undertaken or certificates already issued.

5.6. If a learner does not attend a course without giving notice, the course fee will be non-refundable.

5.7. If ROH Training agrees to a refund outside the standard policy, the agreed refund amount and any conditions will be confirmed in writing.

5.8. If a refund is delayed because of a payment provider or bank processing time, ROH Training will notify the learner where reasonably possible.

6. Course Transfers and Date Changes

6.1. Learners may request to transfer their booking to another course date by contacting ROH Training in writing.

6.2. Transfers are subject to availability and are not guaranteed.

6.3. A transfer request made more than 7 days before the course may be accepted without an additional charge.

6.4. A transfer request made less than 7 days before the course may be subject to a transfer or administration fee.

6.5. If a learner does not attend the replacement course, the booking will be treated as cancelled.

7. Cancellation by ROH Training

7.1. ROH Training may cancel or reschedule a course because of trainer illness, insufficient bookings, venue issues, equipment problems, health and safety concerns or circumstances beyond its reasonable control.

7.2. If ROH Training cancels a course, learners will be offered an alternative course date or a refund of the affected course fee.

7.3. Where a learner chooses a refund following cancellation by ROH Training, the refund will normally be processed within 14 days.

7.4. ROH Training will notify learners as soon as reasonably possible.

7.5. ROH Training will not be responsible for travel, accommodation, loss of earnings or other additional costs arising from a cancelled or rescheduled course.

8. Non-Attendance and Late Arrival

- 8.1. Learners must attend the full course and arrive on time.
- 8.2. Late arrival may prevent a learner from completing the required training or assessment.
- 8.3. If a learner cannot complete the course because of late arrival or non-attendance, an additional booking will be required.
- 8.4. Learners should contact ROH Training as soon as possible if they are delayed or unable to attend.

9. Exceptional Circumstances

- 9.1. ROH Training may consider requests for a refund or transfer due to exceptional circumstances, such as serious illness, bereavement or another significant unexpected event.
- 9.2. Evidence may be requested where appropriate.
- 9.3. Any decision will be made fairly and at ROH Training's discretion, subject to applicable consumer law.

10. Contact and Refund Requests

To cancel a booking, request a transfer or request a refund, please contact:

ROH Training Limited

Email: info@rohtraining.co.uk

Telephone: 02071237929

Please include your full name, course name, course date, booking reference if available, and the reason for your request.

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