**Booking Terms & Conditions**

**Payment in full must be made at time of booking or at the latest 14 days prior to course commencement date please.**

Unfortunately, we cannot reserve course places due to the various arrangements for tutors/classroom availability/course materials needed, until payment has been made in full.

Please note certification will not be processed until payment has been made in full.

**Methods of payment:**

* **BACS (Preferred method) –**

**NatWest:**

**Sort code 55-81-14**

**Account number 86384880**

* Debit cards – accepted over the phone.
* Cash

**Cancellation policy:**

Cancellation policy is as follows:

* More than 4 weeks before course date – 100% Refund
* More than 3 weeks but less than 4 weeks before course date – 75% Refund
* More than 2 weeks but less than 3 weeks before course date – 50% Refund
* More than 1 week but less than 2 weeks before course date – 25% Refund
* Any cancellation less than one week before the course/non-attendance – *no refund issued* unfortunately (our tutors/assessors will have taken the time to prepare the course material and made themselves available so shall still receive payment for doing so).

Please note candidates re-arranging dates of a course is treated as a cancellation and is subject to the cancellation policy detailed above.

**Re-Sits**

**City & Guilds and EAL Examinations**

Should a candidate fail a GOLA exam and wish to re-sit, a £65 + vat charge will apply in order to cover the exam fees charged by City & Guilds.  Re-sits can usually be arranged within a few days if needed.

**BPEC & Cert-ain Examinations**

Examinations are made up of modules. Should a candidate fail a module then they have the option of re-sitting that module rather than the entire exam. A cost of £100 + vat is charged for this. Re-sits can usually be arranged within a few days if needed. If re-sits are taken within 30 days, no additional certification charge is incurred. If taken after the 30-day window, an additional £50 + vat certification charge has to be made.

*Thank you, if you have any questions with regards to these terms and conditions please give us a call or drop-in to the centre.*

*Barry & Laura James.*