

## Refunds Policy

### Refunds for Course Bookings

#### Course Cancellations by the Customer

- Cancellations made more than 48 hours before the course start time will receive a full refund.
- Cancellations made within 48 hours of the course start time are non-refundable.
- Date changes may be accepted where possible, subject to availability.
- If less than 24 hours' notice is given, it may not be possible to move the booking.

#### Course Cancellations by ESaT Ltd

- If ESaT Ltd needs to cancel or rearrange a course, customers will be offered a place on an alternative course date.

#### Online Course Attendance

- Learners must join online courses at least 15 minutes before the start time for ID checks and registration.
- Anyone more than 15 minutes late may not be accepted onto the course and no refund will be given.
- If internet connection is lost, learners should rejoin immediately. Missing too much course time may result in CPC hours not being uploaded.

#### Course Completion

- No refunds will be issued once a course has been completed and Driver CPC hours have been uploaded to the DVSA system.
- Completed CPC training is recorded with the Driver and Vehicle Standards Agency and counts towards the required 35 hours of periodic training every 5 years.