

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.
- If the customer refuses the alternative date a refund will be issued back through the payment method made. If bank details are provided that prevent the refund taking place timely or requires additional admin activity by ESaT Ltd staff, a fee of 50% will be deducted from the refund.

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.

