



Cancellation and Refund Policy and Procedure

Hayat Medical Training is committed to providing quality first aid training services. We understand that sometimes plans change, so we've established the following cancellation and refund policy to ensure a smooth process for all our clients.

1. Course Cancellation by Participant

If you need to cancel your registration for any reason, please notify us as soon as possible. Our refund policy is as follows:

- **More than 14 days before the course start date:** Full refund or option to reschedule to a later date at no additional cost provided that premise was provided by the client, if premise is provided by Hayat Medical Training then there will be an administrative fee of 10% of the course total.

If learner has already been enrolled onto a course then there will be a deduction of registration fees from the refund. Deduction fees are dependent on the course enrolled onto.

- **7-14 days before the course start date:** 50% refund or option to reschedule with a 15% administrative fee.
- **Less than 7 days before the course start date:** No refund. However, you may reschedule to a future course with a 20% administrative fee.

Rescheduling must be done within 3 months of the original course date.

2. Course Cancellation by Hayat Medical Training

In the unlikely event that we must cancel or reschedule a course due to unforeseen circumstances, you will be offered:

- A full refund of any fees paid.
- The option to transfer to a future course at no additional cost.

3. Lateness

In the unforeseen circumstances that you are late to attend your booked course, you must inform the centre of any reason you are late to attend. Lateness more than 30 minutes without any notice will result as a no-show.

4. No-Show Policy

If you do not attend the course without prior notice (no-show), no refund will be provided, and rescheduling will be permitted at full cost.

5. Refund Processing

Refunds will be processed within 7-10 business days of receiving the cancellation request. All refunds will be issued to the original payment method.

6. Course Changes

If a participant wishes to change to a different course date after registration, this can be done under the same terms as cancellation (see above), subject to availability.

For further assistance, please contact us at [info@hayatmedicaltraining.com].

By registering for our courses, you acknowledge and agree to the terms outlined in this Cancellation and Refund Policy.

Hayat Medical Training
10a Mastmaker Road
London
E14 9AW

enquiries@hayatmedicaltraining.com www.hayatmedicaltraining.com

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Next review: **28/09/2025**