

## Training Cancellation & Refund Policy

### 1. Programme Registration

All registrations for our online training programmes are subject to:

- Completion of the official registration form
- Receipt of full payment (where applicable)
- Agreement to these terms and conditions

### 2. Cancellation by Participants

**Before Programme Commencement:**

Notice Period	Refund Eligibility
15+ working days	Full refund (minus £25 admin fee)
8-14 working days	50% refund
7 or fewer working days	No refund

*Working days = Monday-Friday, excluding public holidays*

**After Programme Starts:**

- No refunds after first session attended
- Extenuating circumstances (e.g., medical) considered case-by-case with supporting evidence

### 3. Cancellation by Charlton Premier Skills

We reserve the right to cancel programmes due to:

- Insufficient enrolments (full refund within 14 days)
- Trainer unavailability (option to transfer or refund)
- Technical failures (session rescheduling or partial refund)

### 4. Transfer Policy

- Participants may transfer to another available programme up to 7 working days before start date (£10 transfer fee applies)
- One transfer permitted per registration

### 5. Non-Attendance

- Failure to attend without prior notice forfeits all fees
- Recorded sessions available for 14 days (technical issues excepted)

## 6. Refund Process

1. Submit written request to:  
Programmes@charltonpremierskills.org.uk
2. Processed within 14 working days
3. Issued via original payment method

## 7. Special Circumstances


- **Scholarship recipients:** Different terms apply as per award agreement
- **Bulk purchases:** Organisational contracts override standard policy
- **Vulnerable participants:** Discretionary exceptions considered

## 8. Policy Updates

Reviewed annually. Current version effective: 19/04/2025

### Contact for Queries:

Training Coordinator

 07908174875

 Mon-Fri 9am-5pm

*This policy forms part of our Terms of Service at [www.charltonpremierskills.org/terms](http://www.charltonpremierskills.org/terms)*

**Note:** Refund timelines may be affected by banking processes beyond our control.