

COURSE CANCELLATION POLICY FOR INDIVIDUALS AND COMPANIES

Individuals

We acknowledge that sometimes there is a need to cancel your enrolment from a course/training workshop. If you cannot attend, or no longer require a place, please provide notice of cancellation at least 10 working days prior to the course start date. Failure to provide sufficient notice will result in your being charged the full course/training workshop fee.

A cancellation fee will not be charged if your company nominates someone else to attend in your place. Please advise your own appropriate Human Resources Course Administrator of any changes. We require confirmation of cancellation by the delegate's supervisor or HR Department.

A cancellation fee also applies for non-attendance of part of a course if it extends for more than one day. If there are extenuating circumstances, then KBC Course Administrator should be advised of these.

Learners may be eligible for funding which means the course won't cost a thing to complete (subject to eligibility). There is a £125 cancellation fee if a learner enrolls and fails to complete or withdraws early from the course. This fee is to cover administration costs. We may be able to offer extensions if learners are unable to meet the set submission deadline.

In-house courses or group events

If your company delegates cannot attend, or no longer require a course, please provide notice of cancellation of the booking. The following charges will apply:

- 6 months or more prior to the course date – 35% of charges apply
- Within 20 weeks prior to the course date – 50 % of charges apply
- Within 15 days prior to the course date – 100% of charges apply

This is in line with our contractual agreement with external consultants and venue. This includes any accommodation that is booked through KBC. Notice of cancellation must be sent in writing or email to the KBC Course Administrator. Failure to provide any notice will result in your company being charged the full course/training workshop fee and associated costs.

Occasionally it is necessary for courses/training workshops to be rescheduled. KBC will endeavour to be flexible towards any changes. There will be no cancellation charge if at least one month's notice is given, and the rescheduled date is agreed within a three-month period after the previous date.

Course cancellation initiated by KBC

Occasionally it is necessary for courses to be cancelled or rescheduled by our company. The Course Administrator will send an email to advise you of the cancellation and, if possible, provide a new date for the course. We will endeavour to give at least 10 working days' notice prior to the course start date.

Refunds

All refunds will be made on a case-by-case basis.