

## **Course Cancellations & Refunds**

### ▶ Classroom Course (In house course)

By completing your registration for a course and making a payment of full or instalment fee, you agree to the following Terms and Conditions:

You have the right to cancel your booking at any time at the following terms:

1.1 Any Classroom course cancelled after registration – admin fee of **25%** of the course price applies (which will not be refunded), remaining deposit will be refunded. You need to request the course cancellation 5 working days before the course starting date.

1.2 You are not eligible for any refund if you made a request for course cancellation less than 5 working days before the course starting date.

1.3 1Training reserves the right to cancel a course if number of delegates have not reached the minimum required to run the course effectively. The company also reserves the right to cancel in the event of an unforeseen circumstance which disables a safe training environment. In the event of a cancellation, 1Training will either arrange for an alternative course date or offer a full refund of the fee paid.

### ▶ Online Courses (Distance Learning)

Under this refund policy and under guidance of the Consumer Contracts Regulations 2013, you may cancel your purchase of the course within the period of 14 calendar days (cancellation period) from the date on which the contract of purchase is concluded. Please note that, **the right to cancel will not apply, after we issued your login detail for online study platform before receive your cancellation request to us.**

If you choose to cancel within this period you will receive a refund of the price within 30 days if you are eligible for refunds.

If we posted any study material to you, you should return them to us before the refund.

*Please allow up to 2 working days to receive your online training details (Login details).*

Once a course has been redeemed, we cannot grant a refund. All refund requests can be sent to [info@pnbt.org.uk](mailto:info@pnbt.org.uk) or posted to: Paragon Training Academy AA business centre, 336-340 Dunstable road, Luton Lu4 8JS

### ▶ Course Postpone

*Classroom Courses (In house courses);*

If you need to postpone your course, you need to make a request 5 working days before the course starting date and it does not cost for you. You are not able to make a request for course postpone less than 5 working days before the course starting date.

### ▶ Refund Procedure

1. Any refund will take up to 30 days to process.