



# Accelerate Learning Training and Resource Services Ltd

## **Cancellation Policy**

Date last reviewed: 1<sup>st</sup> September 2024  
Review Date: 1<sup>st</sup> September 2025

# **Refund and Returns Policy**

## **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 5 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.

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 ALS should be advised of these.

## **In-house courses**

If you no longer require an in house course or enrichment session , please provide us with notice of cancellation of the booking as soon as possible.

The following charges will apply:

- Within 4 weeks prior to the course date – 25% of charges apply
- Within 2 weeks prior to the course date – 50% of charges apply
- Within 1 week prior to the course date – 75% of charges apply
- Within 3 days prior to the course date – 100% of charges apply

Notice of cancellation must be sent in writing or email to the ALS Course Administrator. Failure to provide any notice will result in you being charged the full course/training workshop fee and other associated costs.

Occasionally it is necessary for courses/training workshops to be rescheduled. ALS 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 ALS**

Occasionally it is necessary for courses to be cancelled, or rescheduled by our company. This will only be in extreme circumstances beyond our control. 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 as much notice as possible prior to the course start date.

**Contact us at [info@acceleratelearningservices.co.uk](mailto:info@acceleratelearningservices.co.uk) for questions related to refunds and returns**