



# Westwood Training and Consultancy

## Cancellation and refund policy

### Purpose

To be clear and transparent about circumstances of cancellation and refund in relation to courses run by WTC for our learners.

### Policy Statement

WTC recognise the importance of clear communication, understanding and expectation with regard to commitment and cancellation of training courses by either the learner or the centre.

This policy outlines the procedures and policy commitments should cancellation be deemed the only course of action.

### Cancellation

#### Course Cancellations & Refunds

#### Face to Face Learning

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 face-to-face course cancelled after registration will incur an admin fee of **25%** of the course price (which will not be refunded), all remaining fees will be refunded. You need to request the cancellation of your place 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 1 Westwood Training and Consultancy 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, WTC will either arrange for an alternative course date or offer a full refund of the fee paid.



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## 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. If you choose to cancel within this period, you will receive a refund of the fee, paid within 30 days.

Please note that, **the right to cancel will not apply, once we issue your login detail for online study platform. This will be issued no more than 5 days before commencement of course.**

All study materials should be returned to WTC before a refund can be issued.

Once a course has been redeemed, we cannot grant a refund. All refund requests can be sent to WTC, Spriggs Yard, Little Sampford, Saffron Walden CB10 2SA.

## Course Deferral

Please refer to WTC Deferral Policy.

## Learner extended absence and write off

Extended absence for the purpose of the course is a period of 25 working days from the date the trainee attended their last session or, in the case of distance learning, 25 days from logging onto the portal.

Extended absence, unless caused by lack of spaces to book a training session or with prior notice to WTC in writing either by email or post, will result in an automatic cancellation of the learner's place on the course by WTC and no refunds will be due to the learner. Cancellation notice will be sent to learner by WTC 7 days before the cancellation is affected.

## Refund Procedure

Any refund will take up to 30 days to process.

## Review

The policy will be reviewed in September 2025



# **Westwood Training and Consultancy**

We will review this policy and its associated procedures annually as part of our self evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

## **Centre Policies**

Deferral Policy

Withdrawal Policy