



The GTA Course Cancellation & Refund Policy

Terms and Conditions for cancellation Of courses which applies to all customers and clients of GTA.

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Cancellation & Refund Policy

The GTA has set up this policy to assist all types of business activity taking place. We appreciate that occasions arise which necessitate clients/companies to cancel their course due to unforeseen circumstances and we therefore try to be flexible in our approach to each individual case. Obviously though in some cases this has an effect on our costs and resources, i.e. rooms, Tutors, catering and we must try to ensure that all parties are not disadvantaged through loss of earnings etc. Any such issues are resolved at the discretion of the GTA Administration Manager.

Courses located at the GTA or off-site

Clients cancelling a course, changing course date or switching courses, delivered by GTA, must do so at least 10 working days in advance in order to avoid paying a 50% cancellation fee. If Cancellation notice is received less than 5 working days prior to the course date, the cancellation charge will be 100% of the training fee.

Customers wishing to substitute a registered delegate from the same company need to first check with the GTA that this is acceptable. If agreed, you may do so up to the commencement of the course without penalty, other than any substitution costs incurred by GTA. Examples include registrations with validating bodies; provision of additional needs support etc.

Non-Refundable Deposits

Some courses require an up-front registration costs or similar, in these cases we may ask for a non-refundable deposit. Non-refundable deposits will not be included in any costs that are refunded due to cancellation.

Funded Training

Many of our courses/training programmes are now eligible for government funding, however, we can only receive this on full and successful completion of the course and all associated paperwork. If a client is eligible for funding and needs to cancel or withdraw from their training it may result in the full cost fee becoming payable, which we have no alternative but to pass onto the employer for the individuals concerned. This will be agreed with employers at the time of sign up stage, but we will not be able to proceed with funded training without this agreement. Exact amount of potential fees payable will depend on the specific course and circumstances.

Refund Scale (if paid in full prior to the course commencing)

Working days remaining from Course Start Date	Refundable amount
10 working days or more	100%
6-9 working days	50%
5 or less working days	0%

Cancellation Scale

Working days remaining from Course Start Date	Cancellation Charges
10 working days or more	0%
6-9 working days	50%
5 or less working days	100%