



The GTA Course Cancellation, Amendment & Refund Policy

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

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1.1 Cancellation, Amendment & Refund Policy Introduction

The GTA has set up this policy to assist all types of business activity taking place. We appreciate that occasions arise that necessitate the customer to cancel and/or amend 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.

1.2 Cancellations and Amendments

Cancellations

Customers who wish to cancel courses for reasons such as but not limited to – COVID-19, Sickness, Workloads, etc are subject to this policy. Customers who wish to move a candidate and/or course to a different date are subject to the cancellation part of this policy, not the amendment part.

Amendments

Customers who wish to change/amend course details for reasons such as but not limited to – candidate name are subject to each awarding body's policy for changes. Where we are able to make changes in line with the customer's request and awarding body requirements will charged a set fee of £30.

We do not provide an exhaustive list of examples for cancellations and amendments. Each request from a customer is reviewed and judged on its own merits.

Any such issues and/or requests are resolved at the discretion of the GTA Administration Manager.

1.3 Courses located at the GTA or off-site

Clients cancelling a course, changing course dates 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.

1.4 Non-Refundable Deposits

Some courses require an up-front registration cost 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.

1.5 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 upon with employers at the time of the signup stage, but we will not be able to proceed with funded training without this agreement. The exact amount of potential fees payable will depend on the specific course and circumstances.

1.6 How to Cancel a Course and/or Make Amendments

Any applications for course cancellations and/or course amendments must be made by email to: annettescott@doncastergta.co.uk or by phoning the GTA on 01302 832831. You will need to provide your company name, booked course name, date, delegate name and your request. We will aim to respond within 24 hours of receiving your request.

1.8 Candidate Name Amendment

Subject	Rate
Course amendments (where possible and subject to awarding body policy)	£30 per amendment

1.9 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%

1.10 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%