



Aspects Total Training Ltd

Cancellation Policy

1. Notice of Cancellation

To cancel a scheduled training course, clients must provide written notice at least 21 working days before the training date. Cancellations must be made in writing via email. Anything less than 21 working days will result in the course being fully chargeable. Name changes are permitted free of charge.

Please ensure that you are aware of the eligibility requirements of your course, this must be provided before the course start date. Failure to provide this may result in you being turned away from the course and no refund given.

2. Cancellation Fees

Cancellations made more than 21 working days in advance: No cancellation fee will be charged, and any amounts paid will be fully refunded or transferred onto another course.

Cancellations made less than 21 working days in advance: A cancellation fee equivalent to 100% of the total training fee will be charged.

3. No-Show Policy

If a client fails to attend a scheduled training course without prior notice, a no-show fee equivalent to 100% of the total training fee will be charged.

4. Transfer

Clients may reschedule a training course without penalty if notice is provided at least 21 working days in advance. This request must be made via email.

Please note that a transfer of a booking to a future date and then a cancellation of that booking will result in 100% of the course cost being payable. Payments will not be refunded for attendees who fail to attend or leave the course prematurely.



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5. Non-Refundable Items

Any training materials, such as manuals or equipment, provided to the client prior to the cancellation are non-refundable.

6. Exceptions

Exceptions to this policy may be made at the discretion of management in cases of emergency or unforeseen circumstances. Documentation may be required to support the request.

7. Refund Process

Refunds will be processed within 7 business days of the cancellation notice. Refunds will be issued via the same method of payment used for the original transaction.

8. Contact Information

To cancel, transfer or reschedule a training session, please contact us at:

Email: enquiries@aspectstraining.co.uk

Phone: 02476 880931

9. Policy Updates

This cancellation policy is subject to change. Clients will be notified of any changes at least 30 days in advance.

Signed: *Michelle McFall*

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To be reviewed: Annually