



Cancellation and Refund Policy

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Cancellation Policy – by the purchaser

Online / Distance Learning Courses (Non-regulated)

Refunds within 14 days of purchase

A full refund will be paid if requested within 14 days if the user has not commenced or completed the training course. The learner name may also be changed at no cost within 14 days if the user has not yet commenced the training.

Name changes (outside of 14 days)

If the user has not yet commenced or completed the training, a name change is permitted free of charge within 14 days of the original purchase. Outside of this period, an administration fee of £10 is payable. Name changes are not possible if the user has commenced or completed the course.

The above policy has been summarised in the following table:

Exceptional refunds

If the course you purchased is not what you were expecting, please contact us to discuss your concerns and if necessary, refer to the complaints policy.

Classroom Training Courses

The following table indicates the refund available, relating to the scheduled delivery date and date of purchase:

	Within 30 days of delivery date	Within 60 days of delivery date	Within 90 days of delivery date	Earlier than 90 days prior	Within 14 days of purchase*
Refund	Non-refundable	50% charge	25% charge	£10 charge/pp	Full refund
Change of delegate names	Free of charge	Free of charge	Free of charge	Free of charge	Free of charge

*A full refund is available for cancellations within 14 days of purchase. This is only applicable if the course delivery date is NOT within 30 days, otherwise the table above applies.

Purchases made via REED.co.uk

Under this policy, you may cancel your purchase of the course within the period of 14 calendar days from the date on which the contract of purchase is concluded. This is called a "Cancellation Period". Note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials and you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it.

In case you decide to cancel your purchase of a course, it can be done in the following way:

By filling out Cancellation Form and sending it via info@atctraining.co.uk. If you cancel the purchase of a course within 14 calendar days as mentioned above, we will refund you for all payments made as a part of your purchase within 14 calendar days from the day we accept that you are entitled to a refund.

Business and Personal Coaching

Coaching Sessions or appointments cancelled within 72 hours' notice will be chargeable at 100% of the agreed rate. Cancellation with more than 72 hours' notice will not be charged.

Courses or Services booked via third party sites

For courses booked through third parties including deal sites, refunds must be sought through the site purchased and subject to their T&C's.

Cancellation Policy – by the Training Provider (ATC Training)

Online Courses

If an online course needs to be withdrawn, the purchaser shall receive a full refund. This occurrence is highly unlikely.

Classroom Courses

Cancellation due to minimum learner numbers not achieved

ATC Training reserve the right to cancel classroom training courses up to 14 days prior to the course date. This may be required if minimum numbers of delegates are not met. We will always notify you as early as possible if this is the case, although cannot accept liability for any costs incurred such as travel and accommodation, as well as lost time such as holiday leave taken.

Where accommodation and travel costs are required and likely to be non-refundable, we advise delegates to check with us prior to making these bookings to enable us to indicate any possibilities of the course being cancelled. Cancellations of courses are always a last option and in cases of substantial losses being made if the course was to continue. Full refund of course fees or the option to change dates or courses will be offered in the case of cancellation by ATC Training

Cancellation of courses due to unforeseen events beyond control

In the case of cancellation due to extreme weather or other unplanned events, we will consult learners and if applicable our insurers, to minimise any losses to the candidate. Situations will be reviewed individually.

ATC Training cannot be held responsible for costs incurred due to severe weather affecting booked training courses.

Late Arrival of Learners

It is the responsibility of the learner to ensure they arrive on time to any published training sessions. ATC Training reserve the right to refuse entry to sessions if this is deemed to effect the learning of others. Refunds will not be issued for late arrival.

Disruptive Behaviour

It is of high priority that all learners are in a safe and enjoyable learning environment. In the event of a learner being disruptive and asked to leave the session or entire programme. Refunds will not be issued.