



# **FEE & REFUND POLICY 2021**

**Updated: May 2022**

**Review Date: May 2023**

**Person responsible: Tracey Wilkinson**

**PaintTech Training Academy assumes that all individuals will have given a lot of thought about undertaking an Academy course prior to signing up and paying fees.**

**However, no matter how well intentioned an individual may be, PaintTech Training Academy recognises that there may be occasions where individuals may change their mind or find themselves unable to attend.**

### Payment

Payment is due in full at the time of booking and is non-refundable. In the instance where a deposit has been permitted/taken to secure a particular date, individuals should note that deposits are also non-refundable, and if the remaining balance is not paid the deposit is lost.

### Exceptional circumstances

In exceptional circumstances individuals can apply to transfer to another course subject to an admin fee. The admin fee for a course transfer is £125 + vat.

These are:

- Accident/injury which prevents temporary participation of the course. Medical evidence will be required in the form of a Doctor's note.
- Death of a close family member.

Individuals requiring to transfer should submit their request in writing by email to [courses@painttechtrainingacademy.co.uk](mailto:courses@painttechtrainingacademy.co.uk) . Individuals will then be given details of alternative available dates and locations.

### Course Cancellation/Rescheduling

PaintTech Training Academy reserve the right to cancel any courses that are not deemed financially viable, or if unforeseen circumstances occur that prevent the delivery of the planned course.

If a course is cancelled every effort will be made to offer a suitable alternative. If no alternative is available then a full refund will be given.

### Staffing

From time to time it may be necessary to substitute a tutor (i.e. sudden sickness). PaintTech Training Academy will only use tutors who are deemed competent and

appropriate by the Academy and will never put into question the quality experience that individuals expect on the day.

### Lost Certificates

If an individual has lost their certificate, then a replacement can be issued for a small admin fee.

Replacement certificates for non-accredited courses cost £10.

Replacement certificates for accredited courses will cost £10 plus any awarding body fees (if applicable).

Individuals requiring a replacement certificate should submit their request in writing by email to [courses@painttechtrainingacademy.co.uk](mailto:courses@painttechtrainingacademy.co.uk) and should include their full name, date of birth and the date and location that they attended the course.

### Refunds

Full refunds will only be granted for the following exceptional circumstances:

- Death of a learner prior to starting the course.
- Accident/Injury resulting in a permanent loss of ability to participate in the course. Medical evidence will be required in the form of a Doctor's note.
- PaintTech Training Academy cancel a course and a suitable alternative cannot be found.

Where a refund is permitted payment will be made to the individual either by BACS, or a fee reversal, for example if the original transaction was paid using paypal it will be refunded via paypal.

**Please note - Any card fees associated with the original payment cannot be refunded. Only in circumstances where PaintTech Training Academy has cancelled the course will the full amount be refunded to the individual.**

Any certification/registration fees already paid to an awarding body will not be refunded.