



# **FEE & REFUND POLICY 2023**

**Updated: June 2023**

**Review Date: June 2024**

**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.

### Cancellation Fees

1. If cancellation is up one month prior to the course date booked then no fee will be charged to change to an alternative date.
2. If cancellation is within 14 days of the course date booked then a rebooking fee of £125 plus vat will be charged on each booking moved.
3. If cancellation is within 24 hours or a student should not show up to a course then no refund will be given, and on re-booking a course date you will be invoiced the course fee in full.

In exceptional circumstances individuals can apply to transfer to another course at no additional cost.

Exceptional circumstances are considered to be:

- Accident/injury which prevents temporary participation of the course. Medical evidence will be required in the form of a Doctor's note.
- Death of an immediate 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 by PaintTech Training Academy

PaintTech Training Academy reserves 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.

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

## 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 cancels 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 if the original transaction was paid using Paypal it will be refunded via Paypal.