



FEE & REFUND POLICY 2026

Updated: January 2026

Review Date: January 2027

Person responsible: Tracey Wilkinson

PaintTech Training Academy understands that learners carefully consider their decision before booking a course. However, we recognise that circumstances can change.

This policy outlines how payments, cancellations, transfers, and refunds are managed.

1. Payment

- Course fees must be paid in full at the time of booking.
- All payments are **nonrefundable**, except where stated under “Refunds”.

2. Learner Cancellations & Rebooking Fees

Up to 14 days before the course date

- Transfer to another available date **free of charge**.

Within 14 days of the course date

- A **£125 + VAT rebooking fee** per person, per course, applies for each date change.

Within 24 hours of the course date or nonattendance

- **No refund** will be issued.
- Rebooking will require payment of the **full course fee**.

3. Exceptional Circumstances (Transfer Requests)

Learners may request a transfer **without additional cost** if one of the following applies:

- **Accident or injury** temporarily preventing participation
 - A **Doctor’s note** is required.
- **Death of an immediate family member**

Requests must be submitted in writing to:
courses@painttechtrainingacademy.co.uk

We will then provide available alternative dates and locations.

4. Course Cancellation or Rescheduling by PaintTech

PaintTech Training Academy may cancel or reschedule a course if:

- The course is not financially viable, or
- Unforeseen circumstances prevent delivery

If this occurs:

- We will offer a suitable alternative date wherever possible.
- If no suitable alternative is available, a **full refund** will be issued.

5. Staffing

Occasionally, a tutor may need to be substituted (e.g., due to illness). Only tutors who meet PaintTech Training Academy's standards of competence and professionalism will be used. This will **not** affect the quality of training delivered.

6. Lost Certificates

Replacement certificates can be issued for an admin fee:

- **Non accredited courses:** £10
- **Accredited courses:** £10 + any awarding body fees (if applicable)

Requests must be emailed to: **courses@painttechtrainingacademy.co.uk**

Please include:

- Full name
- Date of birth
- Course date and location

Certification/registration fees already paid to awarding bodies are **nonrefundable**.

7. Refunds

Full refunds are only granted in the following exceptional circumstances:

- **Death of the learner** before the course begins
- **Accident or injury resulting in permanent inability** to participate
 - A Doctor's note is required
- **PaintTech Training Academy cancels a course**, and no suitable alternative is available.

Requests must be submitted **in writing** to:
courses@painttechtrainingacademy.co.uk

Refunds will be issued by **BACS** or by **reversing the original payment method** (for online bookings). Payment reversals may take **up to 10 working days** to process.