



Crowood House North, Gipsy Lane, Swindon, Wiltshire. SN2 8YY

## Refunds Policy

We are committed to assisting all our customers to book courses with our company easily and with a clear understanding of all the course fees. VAT registered invoices will be produced and kept on file for a minimum of 11 years.

30% Deposit (non-refundable) is required immediately to confirm any course booking.

Full payment is required two weeks prior to the start of your training unless prior arrangements have been agreed with the Managing Director. Your place may be cancelled if full payment is not made prior to that timeframe.

If you wish to cancel a confirmed booking, provided you do so prior to the two-week deadline then a refund, less the 30% deposit, will be made back to the customer using the original payment method.

For bookings cancelled within a 14-day period before the course commences no refund will be paid, however we can move the course to another date if requested at no further cost.

We are committed to customer and trainee satisfaction therefore if, following a complaint and subsequent investigation, we are found to have delivered a sub-standard service we will take steps to reimburse all affected. The Managing Director will be responsible for ensuring a suitable investigation is undertaken and a refund provided where required. This does not affect our standard terms and conditions of sale, nor apply in situations where we reasonably deem we were not at fault.

You can send your refund requests by telephone, email or in writing to the Managing Director, Bob Hayward.

- Managing Directors Personal Phone Number: 07798 930 755
- Personal email: [bob.hayward@bemoreeffective.com](mailto:bob.hayward@bemoreeffective.com)
- Address: Crowood House North, Gipsy Lane, Swindon, SN2 8YY

Signed

Bob Hayward

Managing Director

Date: 15<sup>th</sup> May 2018

Date of review: 1st February 2019