

CANCELLATION & POSTPONEMENT

POLICY

1. RIGHT TO CANCEL

- a. The client is entitled to postpone or cancel the contract within 7 working days on receipt of the invoice.
- b. In the event of a true and unavoidable emergency, all or part of the cancellation fee may be applied to future services.

2. CANCELLATION BY THE CLIENT

- a. Turret Training Ltd incurs the costs to set up the training activity. As a consequence, cancellation charges are required to administer any loss of funds and/or earnings.
- b. The cancellation fees are as follows:
 - i. More than 28 days notice: No fee.
 - ii. Between 28 and 14 working days notice: 10% of the cost.
 - iii. Between 13 and 7 working days notice: 50% of the cost.
 - iv. Under 7 working days notice: 75% of the cost.
 - v. Under 24 hours notice: 100% of the cost.

3. POSTPONEMENT BY THE CLIENT

- a. Turret Training Ltd incurs the costs to set up the training activity. As a consequence, postponement charges are required to administer any loss of funds and/or earnings.
- b. The postponement fees are as follows:
 - i. More than 14 working days notice: No fee.
 - ii. Less than 13 working days notice: 50% of the cost or written confirmation of reschedule of the course date within 7 working days of date of postponement.

3. PRICES AND SURCHARGING

- a. Unless agreed with the client under special arrangement, international registrations or professional bodies, the fees for candidates are as per the pricing structure provided.
- b. Where major contracts are confirmed and/or First Aid Medical Kit bags are supplied, there may incur a different pricing structure negotiated with the client.
- c. Even though Turret Training Ltd pricing structure is accurate on the date published, we do reserve the right to change the pricing.

4. WEEKENDS

- a. Where weekends (Saturday and/or Sunday) are requested to run training activities, this will be deemed a “variation day” and therefore termed a working day. Further information can be found in the Terms and Conditions.

5. CANCELLATION OR POSTPONEMENT BY TURRET TRAINING

- a. In the case of unforeseen circumstances or situations beyond reasonable control, the client will be informed of any cancellation or postponement in advance of 5 working days.