

Qualsafe Academy Cancellation & Transfer Policy

Qualsafe Academy is committed to providing high quality delivery of qualifications to all its Customers. We recognise that on occasions delegates will book onto events and subsequently find that they are unable to attend. In these situations, we ask that delegates notify us as soon as possible, by calling 0845 644 3305 or emailing info@qualsafeacademy.org.

Similarly, Qualsafe Academy may on occasion find it necessary to cancel an event. When this need arises, we will take positive steps to inform you of the cancellation as soon as possible.

Customer Cancellations

The following charges will apply:

Cancellation up to 14 days after course booking is made (cancellation period)	Cancellation 14 days or less prior to course start date and outside cancellation period
Full refund or option to transfer	Full refund, £250 admin fee payable

If you fail to attend an event and have not given Qualsafe Academy any prior notice, then the full cost will be payable.

Transfers

In the instance where a candidate wishes to transfer their booking to another date or venue, the following pricing structure applies:

Transfer up to 14 days prior to course	Transfer 14 days or less prior to course	Transfer part way through a course
No charge	£100 (Ex.VAT)	£250 (Ex.VAT)

All transfers must be taken within a period of 12 months from the original date and cannot be cancelled.

Cancellation by Qualsafe Academy

Qualsafe Academy will always aim to run events once delegates have booked onto them, however occasionally circumstances will arise, which will result in the need to cancel/postpone an event. If this is the case Qualsafe Academy will take positive steps to inform delegates as soon as possible by phone and/or email. Delegates will be offered a full refund or the option to transfer to an alternative date/venue at no additional cost.

Qualsafe Academy reserves the right to modify or cancel any event if unforeseen circumstances arise but we will do our utmost to avoid doing so.

**Please note: Delegate rates may vary for different dates and venues, as they are dependent on the venue costs at the time that Qualsafe Academy confirmed the booking.*