

# Refunds and Credits Policy

## 1. Purpose

Safe Skills Training Ltd aims to be fair and transparent about cancellations, refunds, and credits, while protecting the time and costs involved in reserving delivery dates, preparing materials, and travelling.

This policy sets out:

- How cancellations and rescheduling are handled
- When refunds or credits may apply
- What happens if training cannot proceed on the day

## 2. Scope

This policy applies to:

- Client organisations booking training
- Individuals booking training
- All training services delivered by Safe Skills Training Ltd

This policy should be read alongside:

- Terms and Conditions of Service
- Venue & Client Responsibilities Policy

## 3. Definitions

- **Cancellation:** A booking is ended and will not go ahead.
- **Reschedule:** The booking remains, but the date/time changes.
- **Credit:** A value held on account to be used against a future booking.
- **Working day:** Monday to Friday, excluding public holidays in England.

## 4. How to cancel or reschedule

Requests must be made in writing to [andy@safeskillstraining.com](mailto:andy@safeskillstraining.com) and should include:

- Booking reference (if available)
- Client name and venue
- Original date/time and requested change
- Reason (optional but helpful)

A cancellation or reschedule is only confirmed once we confirm it in writing.

## 5. Client cancellations (where Safe Skills Training Ltd can still deliver)

### 5.1 Cancellation charges

If you cancel a confirmed booking, the following charges apply:

- **More than 14 days' notice:** no charge (any deposit paid will be refunded)
- **7–14 days' notice:** 50% of the booked fee
- **0–7 days' notice (including same-day):** 100% of the booked fee (no refund)

Where travel or accommodation has been booked and cannot be recovered, these costs may be chargeable in addition (evidence can be provided on request).

### 5.2 Refunds vs credits

Where a charge applies, we will (at our discretion) offer either:

- A **refund** of any amount paid above the applicable charge, or
- A **credit** for some or all of the value (for use against a future booking)

Credits are intended to support ongoing relationships and are normally offered where rescheduling is requested rather than cancellation.

## 6. Client rescheduling

If you request to reschedule a confirmed booking:

- We will try to accommodate the new date/time, subject to availability.
- Where sufficient notice is given, we may treat the change as a reschedule with no additional charge.
- Where short notice is given, a rescheduling fee may apply in line with the cancellation charges in section 5.1.

If the new date is significantly different in scope (duration, location, content, delegate numbers), we may need to re-quote.

## 7. Non-attendance and reduced delegate numbers

### 7.1 Non-attendance

If delegates do not attend on the day, this does not normally qualify for a refund.

### 7.2 Reduced numbers

Where pricing is based on a day/session rate, reduced delegate numbers do not normally reduce the fee.

Where pricing is per person (if applicable), you must notify us of changes to numbers as early as possible.

## 8. If training cannot proceed due to the client/venue

If training cannot proceed, is paused, or is materially disrupted due to factors within the client/venue's control, this may be treated as a late cancellation. Examples include:

- Unsafe or unsuitable venue conditions
- Lack of agreed equipment/facilities required for delivery
- Delegates not released from duties or persistent disruption
- Aggressive, abusive, or threatening behaviour
- Site restrictions not communicated in advance that prevent delivery

We will discuss options on the day where possible (adapt delivery, delay start, partial delivery, or reschedule). Any refund/credit will be considered case-by-case, taking into account time already delivered and costs incurred.

## 9. If training cannot proceed due to Safe Skills Training Ltd

If we must cancel due to circumstances within our control (for example, trainer illness or an emergency), we will offer one of the following:

- Reschedule at the earliest mutually convenient date, or
- A full refund of fees paid for the affected session

We are not responsible for your internal costs (e.g., staff cover arrangements) arising from a cancellation.

## 10. Force majeure (events outside either party's control)

If training cannot proceed due to events outside reasonable control (for example: severe weather, venue closure, major travel disruption, power outage, or widespread illness restrictions):

- We will work with you to reschedule.
- Where rescheduling is not possible, we may offer a credit or refund on a fair, case-by-case basis.

## 11. Certificates and refunds

Where training has been delivered (in full or in part), certificates may be issued only where attendance and/or assessment requirements are met.

Refunds are not normally provided because a learner did not achieve the required standard.

## 12. How refunds are processed

- Refunds are made to the original payment method where possible.
- Refunds are normally processed within **10 working days** of agreement.
- If an invoice remains unpaid, any applicable charges remain payable.

## 13. Credit rules

- Credits are non-transferable unless agreed in writing.
- Credits must be used within **12 months** of issue unless otherwise agreed.
- Credits may be applied against training fees but not against third-party costs already incurred.

## 14. Complaints

If you are unhappy with how this policy has been applied, you may raise a complaint under our Complaints Policy.

## 15. Review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually, or sooner if business needs or legal expectations change

### Version control

Version

Version	Date	Summary of changes
1.0	19/04/20	First issue
	26	
1.1	19/04/20	Updated cancellation time bands to 14 days / 7–14 days / 0–7 days
	26	

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