
	New Links Training Solutions Ltd	Document Type: Policy
	Document Title/Ref: S9 O - Cancellation Policy	Version no/Date: 27 th June 2019
	Effective From: July 2019	Reviewed: January 2021 Review Date: January 2024
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Policy Overview:

At New Links Training Solutions, we value our client's commitment to professional development. To ensure a fair and transparent cancellation process for both corporate accounts and self-paying clients, the following outlines our cancellation policy and associated procedures.

Scope:

This policy applies to individual self-paying clients, funding organisations or referring agents, corporate clients. The scope of this policy extends to group bookings in any of the categories mentioned above.

1. Booking Types:

Provisional Bookings: Provisional bookings are not subject to cancellation fees until they are confirmed. Once a provisional booking is confirmed, it becomes subject to the terms and conditions of this cancellation policy – see point 2 below. For a provisional booking a tutor (or tutors) confirm their availability and block the space in their diary. The course coordinator goes out to the client with an offer provisional date. During this stage the tutor is free to amend their availability at any time while the booking remains provisional. Equally the client if they wish to continue with the provisional status can change their mind about any aspect of the training without penalty. NLTS makes every effort to navigate the booking from provisional to confirmed as efficiently as possible to ensure that a client's needs are met. Specific requests, customisation or any other aspect of the work is not completed before a confirmed booking is made.

Confirmed Bookings: All confirmed bookings are subject to the terms and conditions as outlined in this cancellation policy. Cancellation fees apply to all confirmed bookings. Once a booking is confirmed NLTS (the training provider) commences any preparatory work concerned with the booking which can include but is not limited to document review, Moodle set-up, booking is added to master schedule, trainer is booked/confirmed, development of resources, consultation meetings etc. NLTS allows a period of consultation that does not incur a charge and is not subject to a cancellation fee – this consists of one consultation meeting and one edit of draft training resources for relevant contracts of service.

2. Cancellation Requests

All cancellation requests must be submitted in writing, either by email or formal letter.

For corporate accounts, cancellation requests must be made by the authorised representative within the organisation.

For self-paying individuals, cancellation requests must be made by the person who registered which can include referring agents or other representatives.

3. Cancellation Period:

Note: the cancellation fees only apply to confirmed bookings as outlined above.

Corporate Accounts:

- Cancellations (for confirmed bookings) made **more than 30 days** before the scheduled training will not be invoiced.
- Cancellations made between **10 and 30 days** before the scheduled training will be invoiced for 25% of the cost of the training.
- Cancellations made **7 to 10 days** before the scheduled training session will be invoiced for 50% of the cost of the training.
- Cancellations made **6 days or less** before the scheduled training session will be invoiced for 90% of the cost of the training.

Self-Paying Individuals:

Note: the cancellation fees only apply to confirmed bookings as outlined above.

- Cancellations (for confirmed bookings) made **more than 30 days** before the scheduled training will not be invoiced. Where payment has been received in advance a full refund will be issued.
- Cancellations made between **10 and 30 days** before the scheduled training will be invoiced for 25% of the cost of the training. Where payment has been received in advance a 75% refund will be issued.
- Cancellations made **7 to 10 days** before the scheduled training session will be invoiced for 50% of the cost of the training. Where payment has been received in advance a 50% refund will be issued.
- Cancellations made **6 days or less** before the scheduled training session will be invoiced for 90% of the cost of the training. Where payment has been received in advance a 10% refund will be issued.

4. Rescheduling:

We understand that unexpected circumstances may arise. In such cases, you may request to reschedule your training session at no additional cost, subject to availability. Rescheduling requests should be made in writing and adhere to the same timeframes as outlined in the cancellation period above.

Rescheduling applies to but is not limited to:

- A service or course to the same face value as the service/course that is described in the initial booking. We will not reschedule a learner or group to a different course or service. For instance, if a person has booked and paid for a Train the Trainer course and they request a reschedule to a supervisory management course this will not be permitted.
- Rescheduling is always dependant on available or published schedules for the service or course in question including availability of staff and resources.

5. Refund or cancellation fees Process:

Individual payments: refunds will be processed within 14 business days of receiving a valid cancellation request. Refunds will be issued using the same payment method used for the original registration.

Corporate Payments: Invoices will be submitted to the appropriate department or representative body.

6. Exceptional Circumstances:

In exceptional cases such as trainer unavailability, quota is not reached or any other unforeseen circumstances, New Links Training Solutions reserves the right to cancel or reschedule a training session. In such cases, participants will be offered a full refund or the option to reschedule.

7. Questions and Contact Information:

If you have any questions or need further assistance regarding our cancellation policy, please contact our customer support team at info@newlinkstraining.com or you can complete the contact form on our website: <https://www.newlinkstraining.com/contact-us/>

New Links Training Solutions reserves the right to update or modify this cancellation policy as needed.