

# BOOKING, PAYMENT, CANCELLATION & REFUND

## POLICY DOCUMENT

The logo for Empower Training Group is a circular emblem composed of several overlapping, semi-transparent geometric shapes in various colors including yellow, green, blue, pink, and red. The text "Empower Training" is overlaid on the top half of the circle.

**Empower Training**

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GROUP

## **Booking onto Courses**

We offer several ways to book onto one of our courses. This can be done online through our website [www.empowertraining.uk](http://www.empowertraining.uk) , over email to our bookings team [bookings@empowertraining.uk](mailto:bookings@empowertraining.uk) or over the phone 03301 331 720. Registrations are confirmed only upon receipt of full payment or a valid Purchase Order (PO) from the organisation sponsoring the participant. Early registration is advised as places are limited and are allocated on a first-come, first-served basis.

### Booking Confirmation

A booking confirmation will be sent via email upon receipt of the registration form and payment. If you do not receive a confirmation email within 24 hours of payment, please contact us via email or telephone.

### Wait List

If a course is fully booked, participants can opt to be placed on a waitlist. You will be notified if a spot becomes available. If no spot becomes available, participants on the waitlist will be given priority booking for the next available session of the same course.

## **Payment**

Payment can be made via credit/debit card, bank transfer through our website or over the phone. For corporate clients, payments can also be made via an approved Purchase Order (PO) with payment due within 30 days of the invoice date.

### Payment Terms

Full payment is required at least 14 days prior to the course start date unless otherwise agreed upon in writing. For late bookings (less than 14 days before the course start date), immediate payment is required.

### Receipts and Invoices

A receipt will be issued automatically via email upon receipt of payment through our website. If a manual payment is made over the telephone, this will be issued within 1 business day.



## **Cancellation Policy**

Cancellations must be made in writing via email to our customer service team or over the phone. Please note that until Empower Training Group has acknowledged your cancellation, the booking is still live.

If you cancel more than 15 working days before the course start date, a full refund will be provided, minus a processing fee of 10%.

If you cancel between 10 & 15 working days before the course start date, 50% of the course fee will be refunded.

No refunds will be provided for cancellations made less than 10 working days before the course start date. However, substitutions can be made at no additional cost.

### Substitutions

Participants may send a substitute to attend the course in their place at no additional cost in cases where we are notified in writing at least 2 days before the course start date. This is so we can comply with regulations surrounding course participants. The substitute must meet all course prerequisites.

### Course Transfers

Participants may request to transfer to a different course date or different course up to 14 days before the original course start date. One transfer per booking is allowed without penalty. Any subsequent transfer requests will incur an administrative fee of £25.00

No transfers will be allowed within 7 days of the course start date.

### Course Cancellations by Empower Training Group

ETG reserves the right to cancel or reschedule a course due to unforeseen circumstances, including but not limited to insufficient enrolment, instructor availability, extreme weather conditions or any other act of God. We will always endeavour to run a course even with limited numbers.

In the event of a cancellation by ETG, participants will be notified as soon as possible and offered a full refund or the option to transfer to a different course/date.

ETG is not responsible for any additional costs incurred by participants due to course cancellations, such as travel or accommodation expenses.



## **Refund Policy**

### Refund Requests

All refund requests must be made in writing via email to our customer service team at [hello@empowertraining.uk](mailto:hello@empowertraining.uk) or via telephone at 03301 331 720

Refunds will be processed within 7 working days of receiving the request.

### Refund Conditions

Refunds will be provided as per the cancellation policy outlined above.

Refunds will only be made to the original payment method. If payment was made by bank transfer, please provide your bank details for the refund.

### Non-Refundable Items

Any materials, resources, or software provided as part of the course are non-refundable.

Administrative fees, as specified in the cancellation and transfer policies, are non-refundable.

## **Other Terms and Conditions**

### Course Content and Materials

ETG reserves the right to modify the course content and materials without prior notice in order to improve the quality of the course.

All course materials provided to participants are for personal use only and cannot be copied, distributed, or sold without written permission from Empower Training Group.

### Participant Conduct

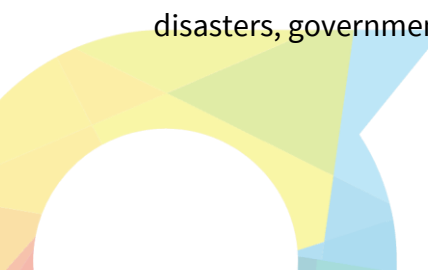
Participants are expected to behave professionally and respectfully towards the instructor and other participants. Disruptive or inappropriate behaviour may result in expulsion from the course without a refund. In the event of a serious incident, this may result in your business from being withdrawn and able to complete further courses. This is at the discretion of the Group Chief Executive.

### Privacy Policy

Personal information collected during the registration process will be used solely for the purpose of administering the course. We do not share personal information with third parties without your consent.

### Force Majeure

Empower Training Group shall not be liable for any failure or delay in performing its obligations due to circumstances beyond its reasonable control, including but not limited to natural disasters, government restrictions, or technical failures.



Responsible Person:

HR Manager

Date of Approval:

01 August 2024

Approved By:

Chief Executive Officer

Review Date:

1 Year

