



Course cancellation and refund policy

Booking payment

- To reserve a spraying course date in the diary, at least a 50% deposit is required for your spraying course to be reserved. The full remaining amount should be paid anytime up until 3 weeks before your course date. At 3 weeks before your course date if the remaining amount hasn't been paid it will be auto charged from the system. If the system is unable to auto charge the remaining amount, you will lose your deposit and course date. The above is the same for if you're using CITB funding.

Course date changes

- Course booking deposits are non-refundable. If you need to change the date of your course, you'll need to book back in with us and repay the booking deposit.
- The above applies except for exceptional circumstances, please see below.
- Course date cancellations
All course booking deposits are non-refundable.
- If you cancel your spraying course or you don't show on the day, no refund will be given and to book back in you'll be charged the full amount again.

CITB Employer Network bookings

- If you're booking your course through the CITB Employer Network, CITB will be paying us directly and no money will pass through yourself. However the above still applies and CITB will invoice you directly.
- Exceptional circumstances
We reserve the right to deem what is an exceptional circumstance in which course dates can be moved or cancelled. If you are unable to attend due to accident or injury please notify us as soon as possible along with a doctor's note and evidence.
- Trainer absence
We reserve the right to cancel or rearrange a training course if your trainer is unwell or unfit to teach. This will be an absolute worst case scenario and we will make every effort to ensure that your training course can go ahead. In the worst possible scenario that we are unable to run the training course you'll be given the option to transfer to a different date or receive a full refund.

Contact

If you need to get in touch with us to discuss your course date, please contact us here at courses@abodeacademy.co.uk.

Abode Spray Supplies t/a Abode Academy
www.abodeacademy.co.uk