



## **Course cancellation and refund policy**

### Booking payment

- To reserve a spraying course date in the diary, for all two day courses at least a 20% deposit is your spraying course is due to start.
- 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 the booking deposit will be lost.
- 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.
- For example, if you need to move your course date, CITB will invoice you the booking deposit. If you decide to cancel or don't show on the day you'll be invoiced for the full amount of the course by CITB.

### 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 [info@abodespraysupplies.co.uk](mailto:info@abodespraysupplies.co.uk).

Abode Spray Supplies t/a Abode Academy  
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