

Refund & Cancellation Policy

Review Date: July 2026

Introduction

At Best Training London, we are committed to delivering high-quality SIA and security qualifications. This policy outlines the terms and conditions for refunds, cancellations, and course deferrals in accordance with UK consumer protection laws, including the **Consumer Contracts Regulations 2013**.

1. Deposit Payments

- A **non-refundable deposit** is required to secure your place on any course.
- This deposit covers administrative costs and will **not be refunded under any circumstances**, including cancellations or non-attendance.

2. Course Fees

Once full payment is made, course fees are **non-refundable**, except under the limited circumstances outlined in Section 3.

However, if a learner is unable to attend their original course date:

- They may **reschedule to a future course date within the next 3 months**, subject to availability.
- Only **one reschedule** is permitted per booking.
- Rescheduling requests must be made at least **48 hours prior** to the original course start date.

3. Cancellations by the Learner

More than 14 Days Before Course Start Date

- If a learner cancels **more than 14 calendar days** before the course start date, they may be eligible for a **partial refund**, excluding the non-refundable deposit.
- Refunds in such cases are at the discretion of Best Training London.
- A **£50 administrative fee** will be deducted from the refundable amount.

Within 14 Days of Course Start Date

- No refunds will be issued for cancellations made **within 14 days** of the course start date.
- Learners may, however, **reschedule once to another available course within 3 months**.

4. Cancellations or Rescheduling by Best Training London

In the unlikely event that a course is cancelled by Best Training London:

- Learners will be **automatically deferred to the next immediate course start date**, which will be scheduled **within 14 calendar days** of the original date.
- If a learner is unable to attend the deferred date, they may request an alternative date within the next 3 months.
- Full refund will be issued unless **no suitable rescheduled course is available within 3 months**.
- In all refund cases initiated by the company, **a £50 admin fee will be deducted**, unless the fault lies solely with the company.

5. Non-Attendance by Course Withdrawal & Refunds

- Learners who do not attend the course and fail to notify us at least **24 hours in advance** will **forfeit all fees paid**.
- No refund or rescheduling will be offered for no-shows.
- Once a student has enrolled and commenced the course, the full course fee remains payable, even if the student withdraws before completion. No refunds, transfers, or rescheduling will be processed in such cases.
- In the event of exceptional circumstances (such as medical or family emergencies), requests may be reviewed on a case-by-case basis. The decision of the management will be final and binding.

6. Cooling-Off Period (Online/Phone Booking Only)

- If you book online or via telephone, you are entitled to a **14-day cooling-off period** from the date of booking, during which you may cancel for a full refund.
- If your course is scheduled to begin **within this 14-day period**, and you agree for the service to begin, you **waive your right to a full refund** once the course has commenced.

7. Exceptional Circumstances / Force Majeure

In cases of serious personal circumstances (e.g., medical emergencies, bereavement), Best Training London may allow a **discretionary deferral** or partial refund.

- Supporting evidence (e.g., medical certificate, death notice) may be required.

- No guarantees are made, and decisions will be at the sole discretion of the management.

If a course cannot proceed due to events beyond our control (natural disaster, government restrictions, etc.), learners will be **rescheduled to the next available date or** may receive a refund if rescheduling is not feasible.

8. Payment Method Refunds

- If a refund is approved, it will be issued to the **original payment method** used at the time of booking.
- Refunds will be processed within **14 business days** from the date of approval.

9. How to Request a Refund or Reschedule

To request a cancellation, refund, or reschedule, please contact us via email: finance@besttrainings.co.uk

Please include your **full name**, **course title**, and **booking reference** in all communications. Requests missing this information may result in processing delays.

10. Policy Amendments

Best Training London reserves the right to amend this policy at any time in response to changes in regulations or business needs. The most current version will always be available on our website or upon request.