



Cancellation and Refund Policy

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Cancellation Policy – by the purchaser

Purchases made directly with ATC Training Limited

Refunds policy for online (distance learning) courses

A full refund will be paid if requested within 14 days of purchase on the following conditions:

- The student has not started the online course
- ATC Training receive the refund request in writing by email within 14 days of purchase.

As an alternative to a refund, the student's name may be changed to another delegate at no cost within 14 days. Refund or name change requests can be sent to info@atctraining.co.uk.

Name changes for online (distance learning) courses

If the user has not yet commenced or completed the training, a name change is permitted free of charge within 14 days of the original purchase. Outside of 14 days, a name change may be permitted at the discretion of ATC Training. Please contact info@atctraining.co.uk to request the name change.

Exceptional refunds for online (distance learning) courses

If the course purchased is not what you were expecting, please contact us to discuss your concerns and if necessary, refer to the complaints policy.

Refund policy for classroom open/public courses

A full refund is available for cancellations received within 14 days of purchase, unless the scheduled course delivery date is within 28 days, in which case the table below will apply.

The following table indicates the refund available, relating to the scheduled delivery date and date of purchase and date of the cancellation request received in writing:

Options Available	Cancellation received in writing			
	Within 14 days of course date	Within 28 days of course date	At least 29 days of course date	Within 14 days of purchase*
Refund	Non-refundable	50% refund	Full refund	Full refund
Change of date	Non-changeable	Change of date available	Change of date available	Change of date available
Change of delegate names	Free of charge	Free of charge	Free of charge	Free of charge

*A full refund is available for cancellations within 14 days of purchase if the course delivery date is NOT within 28 days.

Refund policy for in-house courses

The following refund policy shall apply for in-house (in-company, private or group) courses.

- If you notify ATC Training in writing via email 29 days or more before the start date of a course, you will receive a refund/credit note less a cancellation fee of 25% (plus VAT) of the course fee.
- If you notify us between 15 and 28 days before the start date of a course, you will receive a refund/credit note less a cancellation fee of 50% (plus VAT) of the course fee.
- If you cancel the course for whatever reason at 14 days or less, no refund or credit note is given.

As an alternative to cancellation, date changes may be considered at the discretion of ATC Training, subject to availability. This is subject to charges for any financial loss incurred, for example, non-refundable associate trainer fees, travel or accommodation.

Business and Personal Coaching

Coaching Sessions or appointments cancelled within 72 hours' notice will be chargeable at 100% of the agreed rate. Cancellation with more than 72 hours' notice will not be charged.

Courses or Services booked via third party sites

For courses booked through third parties including deal sites, refunds must be sought through the site purchased and subject to their T&C's.

Purchases made via REED.co.uk

Under this policy, you may cancel your purchase of the course within the period of 14 calendar days from the date on which the contract of purchase is concluded. This is called a "Cancellation Period". Note that if you redeem your voucher during the Cancellation Period, you expressly request us to begin providing the course materials and you acknowledge that you lose your right to cancel the purchase of the course and get any refund for it.

To request a refund from Reed, sign into your Reed online account and go to your course purchase history via the dropdown menu in the top right-hand corner to request your refund.

Cancellation Policy – by the Training Provider (ATC Training)

Online (Distance Learning) Courses

If an online course needs to be withdrawn, the purchaser shall receive a full refund. This occurrence is highly unlikely.

Classroom Courses

Cancellation due to minimum learner numbers not achieved on public courses

ATC Training reserve the right to cancel classroom training courses up to 14 days prior to the course date. This may be required if minimum numbers of delegates are not met. We will always notify you as early as possible if this is the case, although cannot accept liability for any costs incurred such as travel and accommodation, or lost time such as holiday leave taken.

Where accommodation and travel costs are required and likely to be non-refundable, we advise delegates to check with us prior to making these bookings to enable us to indicate any possibilities of the course being cancelled. Cancellations of courses are always a last option, and refunds will be processed immediately in the event of such cancellation.

Cancellation of courses due to unforeseen circumstances

In extreme circumstances, it may be necessary for ATC Training Limited cancel a course without prior notice, but we will endeavour to inform you as soon as possible in any such instance. ATC Training cancellations will only take place under extenuating circumstances.

In these rare instances, you will be offered alternative dates. If we cannot agree a suitable alternative date, we will provide a full refund of the course fees. ATC Training Limited shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Removal of Learners from courses

Late arrival of learners

It is the responsibility of the learner to ensure they arrive on time to any published training sessions. ATC Training reserve the right to refuse entry to sessions if this is deemed to affect the learning of others. The learner may be removed from the course with no refund.

Disruptive Behaviour

It is of high priority that all learners are in a safe and enjoyable learning environment. In the event of a learner being disruptive and asked to leave the session or entire programme. The learner may be removed from the course with no refund.

Malpractice

All assessments completed must be the learner's own work. A learner who commits plagiarism or any other malpractice may be removed from the course, with no refund provided.

Force Majeure

ATC Training Limited shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance, or any other cause whatsoever beyond their control.