



Zenith Professional Training Ltd

...providing creative business and management solution

REFUND POLICY

Unit 10A Evelyn Court, Grinstead Road London SE8 5AD

Tel: +44 746666224, +44 782 818 5545 e: info@zptraining.com w: www.zptraining.com

Accredited in the UK:



Terms and Conditions

Course Fees

Course fees are as stated on the website and exclusive of VAT. Fee per delegate covers full tuition, course material(s), lunch and where applicable, city tour and certification.

A relevant invoice is issued at point of registration and payment is deemed due immediately. However, some organisations may qualify for deferred payment NOT LATER THAN SIX WEEKS from course start date.

Cancellations, Transfers and Refunds

We demand all cancellations to be made in writing at least four (4) weeks prior to commencement date of affected cohort of the course. Only cancellation notice received within this period will qualify for full (100%) refund.

Notice of cancellation received less than four weeks but not later than two (2) weeks to course start date will qualify for refund of 50% of fees paid or due.

No refund will be for cancellations received less than two (2) weeks to course start date, we reserve the right to demand full fees for delegates registered if cancellations were not made at least two weeks before commencement date of cohort /course.

Transfers from either cohort or course to another one must be made in writing and agreed to at least two weeks to course start date. In the event that a delegate transfers to a course of lower fee, no refund will be made but should the fee for the new course be higher, we reserve the right to demand and be paid the difference. No transfer for a period longer than 90days will be approved.

Refunds

All requests for refund must be in writing, any qualifying cancellation notice may be treated as request for refund. Refund will be made by cheque or bank transfer not later than 30 days from date of receipt of written request.

For SIA Courses

Refunds can be communicated either by writing, physical appearance or over the phone at least two weeks from the course start date. Refunds must be made to the same account from which the fee was paid.

Review Date: 16/07/2024

Review By: Management

Next Review Date: 15/07/2025

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