

Refunds policy statement

This is the Refunds Policy Statement of Tockwith Training

Our statement of general policy is:

We are committed to assisting all our customers to book courses with our company easily and with a clear understanding of all the course fees with regard to what they apply towards and VAT registered invoices will be produced and kept on file for a minimum of 10 years.

If you wish to cancel a training course then all we require is 7 days notice and a full refund will be made directly back to the customer using the same original method of payment such as a Debit/Credit Card refund. Proof of purchase will be required such a copy of our invoice that matches our records.

For courses canceled within a 7 day period before the course commences no refund will be paid, however we can move the course to another date if requested with an additional fee to cover our expenses for the loss of the original booking such as fees to cover instructor wages and non-refundable test fees.

Telephone - 01904 737049 / 07730065149

Email - bookings@tockwithtrain.co.uk

Tockwith Training, The Training Centre, Shirbutt Lane, Hessay, York, YO26 8JT

We will acknowledge your cancellation within 24 hours.

Signed - Laurie Moore

Position - Director

Date - 1st January 2015