

Booking and Cancellation Policy and Procedure

POLICY STATEMENT

ACCESS is committed to providing flexible ways for professionals to engage with our programmes. We acknowledge that service priorities can change at short notice. This policy sets out clear and fair arrangements for booking, cancellation, and substitution of delegates, balancing the needs of learners with the sustainability of our courses, and ensuring compliance with UK consumer rights.

HOW TO BOOK ONTO A COURSE

Participants may book onto a course using the course link provided on our website or promotional materials. The link guides participants through the registration and payment process. On registration, participants will be asked for their name, email address, and organisation.

For queries or support, please contact: training@consultaccess.co.uk

CANCELLATION AND REFUNDS

Self-paced e-learning courses (on-demand access)

- In line with the Consumer Contracts Regulations (2013), learners have a statutory right to cancel their purchase within 14 calendar days of payment and receive a full refund, provided they have not accessed the course materials.
- If a learner chooses to begin the course immediately, they will be asked to confirm that they wish to waive their right to cancel. Once access has been granted and the course started, refunds are not available.

Live or scheduled courses (e.g. webinars, workshops, blended learning)

- More than 14 calendar days before the course start: full refund.
- Between 7–14 calendar days before the course start: 50% refund.
- Within 3 working days of the course start: no refund.
- Delegates may substitute another colleague to take their place at no extra charge.
- Exceptions may be considered in cases of illness, bereavement, or other exceptional circumstances.

Cancellations should be made by emailing training@consultaccess.co.uk and providing full details, including the course name and date.

RESCHEDULING

Where places are available, participants may request to transfer their booking to an alternative course date for live/scheduled courses.

REVIEW

This policy is reviewed annually and updated as required to ensure fairness and compliance with professional standards.

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Booking and Cancellation Policy and Procedure	Reviewed on: 1 / 9/ 2025 Reviewed by: Amanda Carr	Next review date: September 2026