



Marvel Training - Booking Terms and Conditions

At Marvel Training Ltd, we are committed to providing excellent customer service and high-quality training. As part of this commitment, we offer a 14-day cooling-off period for all our training courses and services.

4.1 Your Right to Cancel You have the right to change your mind and cancel your booking within 14 days of purchase, without providing a reason. This applies to: • E-learning courses • In-person training courses • Retainer service packages • Any other training products or services

To exercise your right to cancel, please contact us by email or phone: Email: enquiries@marveltrainingltd.co.uk Phone: 0114 321 2850

Please provide: • Your name and booking reference • Course/service purchased • Date of purchase • Reason for cancellation (optional)

Full Refund Entitlement If you cancel within the 14-day period and before accessing or commencing the training, you will receive a full refund within 14 days of your cancellation request.

Important Conditions

4.2 E-Learning Courses This 14-day cooling-off period applies to e-learning courses only if you have not accessed the course content.

If you have: • Logged into the course platform • Started viewing course materials • Completed any course modules

The course is considered commenced, and the cooling-off period will be invalidated. No refund will be available in these circumstances.

4.3 In-Person Training Courses For classroom-based, on-site, or practical training courses: If you cancel within 14 days AND: • Before the course start date → Full refund provided • After the course has commenced → No refund available

If you have attended any part of the training, the service is considered fully delivered, and no refund will be issued.

4.4 Face Fit Testing Once Face Fit Testing has been conducted, the service is considered complete, and no refund will be available.

4.5 Retainer Service Packages For ongoing retainer services: • Cancellation within 14 days of initial sign-up → Full refund of any fees paid • After 14 days or if services have been utilized → Cancellation subject to contract terms, no refund for services already delivered

Cancellations Outside the 14-Day Period

4.6 Course Rescheduling If you need to cancel or reschedule after the 14-day cooling-off period:

More than 7 days before course date: • Full credit toward alternative course date • Or transfer to another participant from your organization

Less than 7 days before course date: • 50% credit toward alternative booking • Or transfer subject to availability

Less than 48 hours or non-attendance: • No refund or credit available • Full course fee remains payable

4.7 Marvel Training Ltd Cancellations If Marvel Training Ltd needs to cancel or reschedule a course: • You will be offered an alternative date • Or a full refund if alternative dates are unsuitable • We will provide as much notice as possible

Auto-Renewals & Subscriptions

4.8 Annual Subscriptions For retainer services or annual subscription packages that auto-renew:

Once an annual subscription is renewed: • The learner shall relinquish entitlement to seek a refund • This applies regardless of usage • Cancellation requests for future renewals must be made at least 30 days before renewal date

Fair Usage Policy

4.9 Misuse of Returns Policy This returns policy is subject to fair usage. If one or more of the following apply, the policy may be invalidated: • Multiple course purchases and subsequent refund requests • Evidence of course content being downloaded or copied before refund request • Attempting to access course materials after requesting a refund • Any attempt to take unfair advantage of this policy

Marvel Training Ltd reserves the right to refuse future bookings from customers who abuse this returns policy.

How to Request a Refund

Step 1: Contact Us Email enquiries@marveltrainingltd.co.uk or call 0114 321 2850 within 14 days of purchase

Step 2: Provide Information Include your booking reference, course details, and confirmation you have not accessed/commenced training

Step 3: Refund Processing Refunds will be processed within 14 days of approved cancellation requests, returned via the original payment method