



GSS Training — Booking and Cancellation Policy

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Privacy Policy

We do not store credit card details nor do we share customer details with any 3rd parties.

Delivery Policy

When a booking and/or payment is made via the website, a request is sent to our team for approval. If this request is sent outside office hours, it will not be looked at until the next working day.

Once approved, you will receive an automatic booking confirmation email. After this, an email containing your joining instructions will be sent by a member of the team within the working day.

Please note, our office hours are Mon-Fri between 9am and 4:30pm.

Cancellation Policy

If a payment is made by PayPal and your request cannot be approved, your payment will be refunded to you within the week.

Otherwise, if your booking is approved, our cancellation terms are as follows:

Notice of Cancellation (in writing)	Fee Payable	Fee payable if transferring to another date
No Show	Full	Full
5 Working Days or Less	Full	50%
6 Working Days or More	50%	25%

Telephone cancellations will be accepted but must be confirmed in writing. Substitution of delegates will incur no extra charge.