



QE Training Academy Limited - Booking Terms and Conditions

1. Introduction

QE Training Academy is committed to providing high quality courses and qualifications, ensuring the optimum learning experience and outcome for all its customers. To maintain a high standard of training it is important that customers notify us should the need arise to cancel their place on a booked training course or event.

QE Training Academy must be notified of any request to cancel or transfer a booking in writing via email to info@qetrainingacademy.org.

2. Cancellation of a booking by consumer/business customer:

2.1 To ensure that the delivery of our training courses remain viable the following notice is required:

2.1.1 **More than 14 days' notice** - Full refund or no-fee transfer to an alternative course date, or participant.

2.1.2 **Less than 14-7 days' notice** - No refund, or no-fee transfer to another course date, or alternative participant.

2.1.3 **Less than 7 days' notice** - No refund, no transfer.

2.1.4 **Late arrival** - No refund, no transfer if the mandatory learning hours required cannot be met.

3. Non-attendance for any reason:

3.1 If you are unable to attend, for example due to injury, ill health or other extenuating circumstances in advance of the course you can:

3.1.1 defer your booking to a later date or alternative course within 12 months. If the new date/course is a higher price than the original booking you will be required to pay the difference, but no transfer fee will be payable;

3.1.2 or transfer your existing booking to another participant who meets the pre-course eligibility requirements.

3.2 For non-attendance for any other reason other than those cited in clause 3, the Academy will default to the cancellation in clause 2.

3.3 If you do not attend the course on the date that you booked and do not inform the Academy, you will not receive a refund, and your place will not be transferred to another course date.

3.4 The Academy will act in line with the Consumer Contracts Regulations 2013. If you are a consumer, then for most products and/or services bought online you have a legal right to change your mind within 14 days and receive a refund in accordance with clause 2.1.1.

4. Training Cancellation

4.1 The Academy reserves the right to cancel or reschedule a training course at any time. In the unlikely event that a course needs to be cancelled at short notice due to unforeseen circumstances the Academy will make every attempt to contact you using the details provided at the point of booking. A date transfer or full refund will be offered.

4.2 The Academy will not be liable for any failure to deliver, or any delay to training attributable to events/circumstances beyond its reasonable control. Including but not limited to the following:

4.2.1 Emergency situations or natural disasters such as fire, flood or storm

4.2.2 Failure to or interruption of essential utilities or telecommunication systems

4.2.3 Health pandemics or outbreaks

4.2.4 War, acts of terrorism, lockdown/security threats

4.2.5 Industrial disputes (including disputes involving our employees)

4.2.6 Other unforeseen events that are beyond the reasonable control of the affected parties.