

C&G Services (Europe) Ltd — Booking and Cancellation Policy

Refund Policy

Physical Courses

Where a course or candidate is cancelled or postponed by the client, the following refund terms apply:

Notice Given	Refund
21 days or more in advance	100%
8-21 days in advance	50%
0-7 days in advance	0%

All **exam fees, registration fees** and other **non-cancellable resources** are non-refundable.

Cancellation costs will be charged if a course is cancelled or postponed within **21 days** of the course start date.

Charges may be waived in exceptional circumstances, provided this is mutually agreed between C&G Services and the client.

Substitute candidates may be accepted in certain circumstances.

C&G Services reserves the right to rearrange courses, dates, contents and locations in circumstances outside of its control.

Cancellation or postponement of a course or training materials can be made **in writing or electronically**.

E-Learning Courses

C&G Services provides a **7-day cooling-off period**, during which the purchaser has the right to cancel the purchase.

If the purchaser cancels within this period, C&G Services will refund the payment within **30 days** of cancellation.

E-learning courses are supplied by email with written instructions and setup requirements. A separate email will be sent with login details for the purchased course.

Due to the nature of e-learning products, refunds are **not available once access has been made** using the username and password.

Access to the Learner Management System is governed by a unique username and password, which protects the security of the resource and allows usage to be monitored.

When a refund request is received, C&G Services reserves the right to track usage through the individual's username and password.

No refund will be granted if C&G Services has reason to believe that any of the purchased course material has been viewed.