



GTE Training Academy - Booking Terms and Conditions

The following cancellation terms and conditions apply for all courses booked with Global Tunnelling Experts Training Academy unless alternative terms and conditions have been agreed in writing.

Non-Attendance

If you do not attend a course, and you have not previously informed us, the full course fee remains payable and non-refundable.

Late Arrivals / Missed Sessions

If you arrive late for a course or, are absent from any sessions, we reserve the right to refuse to accept you for further training if we consider that you will not attain the required knowledge or skills in the time remaining.

To conform with the qualification requirements for statutory certificates, attendance at all sessions is mandatory.

Cancellation by us:

All Courses are subject to availability and demand, and it is your responsibility to confirm the status of a Course with our Course Bookings Team prior to the Course start date.

We reserve the right at any time:

a) To cancel Courses and refund in full. No further liability will be accepted. b) To vary Course dates, programs, trainers, and venues. c) We shall endeavor to inform you as soon as possible of any Course cancellation or variation. d) Every effort has been made to ensure the accuracy of information contained within the Course literature and materials, including any Course description, however, we do not accept any responsibility for any errors or omissions. We reserve the right to cancel any Booking for a Course where such an error has occurred, even after accepting such a Booking. e) To not permit you onto the course (online only) if you do not have suitable equipment i.e. laptop + webcam. No refund will be given.

Cancellation by you:

If you cancel a Booking or transfer to another Course, it must be in writing (including email) and if your request is received:

a) More than 14 days before a Course start date, we shall refund you the Course price in full. b) Between 7 and 14 days before the Course start date, we may charge you up to 50% of the Course price. c) Less than 7 days before the Course start date, we may charge you up to 75% of the Course price. d) Less than 48 hours you will be

charged 100% of the course cost. e) Any request for name change will incur an administration cost of £15 + VAT. f) Any request to transfer to another Course must state the date which you wish to transfer to (within 3 months of the original Course date) and will incur an administration cost of £15 + VAT.

Bookings Via Employer Network

For bookings via the employer network if a delegate does not attend on the day or you cancel the course you will be liable to pay the full course price including the grant element that would have been paid by the CITB Levy Grant.

a) More than 14 days before a Course start date, we shall refund you the Course price in full. b) Between 7 and 14 days before the Course start date, we may charge you up to 50% of the Course price. c) Less than 7 days before the Course start date, we may charge you up to 75% of the Course price. d) Less than 48 hours you will be charged 100% of the course cost. e) Any request for name change will incur an administration cost of £15 + VAT. f) Any request to transfer to another Course must state the date which you wish to transfer to (within 3 months of the original Course date) and will incur an administration cost of £15 + VAT.