



Tunnel Engineering - Booking Terms and Conditions

Refund & Cancellation Policy

Tunnel Engineering Ltd

Last Updated: 14th February 2026

This policy provides a simple, easy to understand summary of how refunds, cancellations, transfers and resits work for our different types of training.

It is designed as a quick reference guide.

Our full Terms & Conditions apply and will always take priority over this summary.

1. Cooling-Off Rights (Consumers Only)

If you are purchasing as a consumer (not a business), you have a legal right to cancel your booking within 14 days of receiving your Acceptance Confirmation.

A full refund will be issued unless you:

- access any digital course materials,
- log in to Quals Direct (for NVQs) or begin your eLearning, or
- start a scheduled course within the cooling-off period.

Once any of the above happens, the cooling-off right is lost.

2. Standard Cancellations (Outside the Cooling-Off Period)

2.1 CITB and Other Classroom/Virtual Courses

- Cancel 7+ days before the course date → refund minus a £50 + VAT administration fee.
- Cancel within 7 days of the course date → no refund.
- Non-attendance (no-show) → no refund

2.2 NVQ Qualifications

Refunds depend on whether access or assessor activity has begun:

- If you cancel outside the cooling-off period and have not accessed Quals Direct, a 20% admin/registration fee is deducted.
- If you have accessed Quals Direct, the 20% fee becomes non-refundable.

- If any assessor activity has taken place (onboarding, guidance, evidence review, meetings, or professional discussions), no refund is available.

2.3 eLearning (Self-Paced Digital Courses)

- If you access the digital course content within the 14-day cooling-off period, you lose the right to cancel.
- No refunds are available after access has been granted.

3. Transfers & Delegate Substitutions

3.1 CITB / Classroom / Virtual Courses

- Transfer 7+ days before start → £50 + VAT rebooking fee.
- Transfer within 7 days → 75% of the course fee is payable.
- Delegate name change → normally free.
- If the original learner has accessed digital materials → 50% of the course fee applies.

3.2 NVQs

- Transfer to a different NVQ/pathway → 20% non-refundable rebooking fee.
- Transfers are subject to availability.

4. Resits & Failing a Course

4.1 CITB Courses

- If eligible under CITB rules → same-day resits free.
- Resits on a different date must be within 30 days and incur a £50 + VAT exam fee.

4.2 All Other Courses

If you fail a course where no resit entitlement applies, you must reattend the full course and exam at 75% of the original course fee + VAT, plus any applicable exam fee (if booked within 90 days).

5. Business Customers

Business bookings do not have consumer cooling-off rights.

The same cancellation and transfer rules apply as shown in Sections 2 and 3

6. Refund Method & Timelines

- Refunds are issued using the same payment method used for the original booking.

- Refunds are processed within 14 working days from confirmation of eligibility.

7. NVQ-Specific Rules You Should Know

- NVQs are expected to be completed within 12 months of your start date.
- After 12 months, a £100 + VAT monthly extension fee may apply.
- Withdrawal and reinstatement rules apply, including a £250 + VAT reinstatement fee if you are reinstated after being withdrawn

8. eLearning Access Rules

- Access is personal and non-transferable.
- You must ensure you have suitable equipment and connectivity.

9. Important Notes

- Accessing digital materials normally removes the right to cancel.
- Course dates for scheduled training that fall within your cooling-off period void the cooling-off right once the course begins.

10. Full Terms Apply

This policy is a simplified guide for convenience

For full legal details, please refer to our Terms & Conditions of Sale, which take priority in case of any differences.