



CISTC — Booking and Cancellation Policy

Training Courses

Courses must be cancelled **more than 10 working days** before the course commences.

If a course is cancelled **within 10 working days** of the course start date, a cancellation fee of **100% of the course cost** will apply.

If the training course and test can be moved, CISTC will endeavour to move it. This is always at **CISTC's discretion**.

If CISTC incurs any administration costs, such as rebooking CPCS tests, those costs must be covered **in advance** by the customer.

How to Cancel

Cancellations must be made **in writing**.

Cancellation requests can be sent by email to:

info@cistc.co.uk

Or by post to:

CISTC

Rose Court
Rye Common Lane
Crondall
Surrey
GU10 5DD