



Cancellation & Rescheduling Policy

Reliable Training Ltd understands that circumstances can change and that clients may occasionally need to cancel or rearrange training.

We aim to be as flexible and reasonable as possible while also protecting the time, resources and costs committed to confirmed bookings.

The following terms apply to all confirmed training bookings with Reliable Training Ltd.

1. Client Cancellations

All cancellation periods below are calculated using calendar days from the scheduled training date.

- **14 calendar days or more before the training date:**
No cancellation fee will apply. Any payment already made for the course will be refunded in full, or the booking may be transferred to an alternative available date at no additional charge.
- **7–13 calendar days before the training date:**
A cancellation fee equal to 50% of the total course fee will apply. Where payment has already been made, 50% of the course fee will be refunded.
- **Within 6 calendar days of the training date:**
A cancellation fee equal to 100% of the total course fee will apply. Where payment has already been made, no refund will be issued. Where payment remains outstanding, the full course fee will remain payable.

2. Rescheduling

We understand that clients may occasionally need to move a confirmed training date rather than cancel the booking completely.

All requests to reschedule must be made in writing and are subject to trainer availability.

- Requests received 14 calendar days or more before the training date may be transferred to another available date at no additional charge.
- Requests received 7–13 calendar days before the training date may be transferred to another available date on one occasion, subject to availability.
- Requests received within 6 calendar days of the training date will normally be treated as a cancellation and the applicable cancellation fee will apply.

Reliable Training Ltd may, at its discretion, agree to transfer a booking within this period where circumstances allow. Any such agreement will be considered on a case-by-case basis and does not affect the cancellation terms applicable to other bookings.

3. Non-Attendance

Failure to attend or make the required learners available for a scheduled training session without prior notice will be treated as a late cancellation and 100% of the course fee will remain payable.

Where a course has been booked for a set group or minimum number of learners, a reduction in learner numbers does not automatically reduce the agreed course fee.

4. Costs Already Incurred

Where Reliable Training Ltd has incurred non-refundable costs specifically in preparation for a confirmed booking, these costs may remain payable in addition to any applicable cancellation fee.

This may include, where applicable:

- Venue or room hire
- Trainer accommodation
- Additional trainer costs
- Travel arrangements
- Externally purchased materials or resources
- Accreditation, registration or certification costs already committed
- Other non-refundable third-party costs specifically associated with the booking

Where possible, Reliable Training Ltd will take reasonable steps to minimise these costs following notification of a cancellation or rescheduling request.

5. Cancellation or Rescheduling by Reliable Training Ltd

In the unlikely event that Reliable Training Ltd needs to cancel or reschedule a training session, the client will be offered an alternative suitable date.

Where an alternative date cannot be agreed, any course fees already paid for the affected training will be refunded in full.

Reliable Training Ltd will not normally be responsible for additional or consequential costs incurred by the client as a result of a cancellation or rescheduling, such as staff costs, travel arrangements or venue costs.

6. Exceptional Circumstances

We recognise that genuine unforeseen or exceptional circumstances can occur.

Requests for cancellation-fee waivers, reductions or late rescheduling due to exceptional circumstances will be considered on a case-by-case basis.

Any decision to waive or reduce a fee is at the discretion of Reliable Training Ltd and does not alter the standard cancellation terms for future bookings.

Our aim will always be to reach a fair and reasonable solution wherever possible.

7. Payment

Where an invoice has been issued, payment must be made in accordance with the payment terms and due date stated on the invoice.

Where payment is required prior to course delivery, cancellation or rescheduling does not remove the client's responsibility to pay any fees due under this policy.

Outstanding cancellation charges or non-refundable costs will remain payable in accordance with the relevant invoice.

8. How to Cancel or Reschedule

All cancellation and rescheduling requests must be submitted in writing by email to:

info@reliable-training.com

This ensures that requests can be accurately recorded and acknowledged.

The date on which Reliable Training Ltd receives the written request will be used when determining the applicable cancellation or rescheduling period.

9. Acceptance of These Terms

By confirming a training booking with Reliable Training Ltd, the client confirms that they have read and accepted this Cancellation & Rescheduling Policy.

Confirmation of a quotation, training date or booking constitutes acceptance of these terms.

Best regards,



Victoria Cutts

Owner

