



## **Learner Fees and Cancellation Policy**

Learners will be expected to accept responsibility for paying the fees, or provide clear evidence that their fees will be paid by a sponsor - for example, an employer, a parent or some other body who has accepted responsibility for paying these fees. Payment must be made at the time of booking with the exception of the NVQ programmes.

If it is unclear who is to pay the fees then PATA will assume that it is the learner and will proceed to invoice the named learner at the address given on the booking form.

### **Cancellation and non attendance**

#### **Notification of cancellation**

- PATA reserves the right to cancel any course with insufficient numbers and will give 5 working days notice. A full refund will apply.
- If PATA have to cancel due to circumstances beyond our control and is unable to give 5 days notice then an alternative date/course will be offered prior to any refund.

#### **Learner Cancellation**

- 15 working days before the start date = 100% refund
- 10 working days before the start date = 50% refund
- 5 working days of the start date = no refund
- Non attendance = no refund

Terms and conditions for NVQ Programmes will be advised during the recruitment process.

#### **Non attendance or cancellation of FREE (funded) courses will incur charges as follows**

- 15 working days before the start date = no charge
- 10 working days before the start date = 50% charge
- 5 working days or non attendance = 100% charge