



Red Wheel Solutions Ltd. Payment and Cancellations Policy for Training Courses

Red Wheel Solutions Ltd. accepts course bookings through the Redwheelsolutions.com web site, payment being made online by credit card or PayPal. Bookings may also be made by emailing training@redwheelsolutions.com with payments then being made by BACS or cheque following an invoice. In making such bookings clients accept this refunds, cancellations and substitutions policy.

For all types of payments, the course fees are payable in full at the time of booking. Places on courses arranged by Red Wheel Solutions Ltd. are strictly limited. Upon receipt of your order and payment your place will be confirmed.

Sliding scale cancellation charges are applied in all cases. We regret that we have to do this, however all bookings involve administrative and venue costs and it is difficult to fill spaces made vacant by late cancellations.

Cancellation charges depend on when the written cancellation notice is received. A full refund will be given only if more than 4 weeks' notice is given of a cancellation, see below for refund rates:

- Over 4 weeks' cancellation notice: Full refund
- 2-4 weeks cancellation notice: 50% refund
- Less than 14 days cancellation notice: No refund unless in exceptional circumstances, for which a medical certificate may be requested.

Any refund due will be issued after the course date.

Alternatively, a substitute delegate can be named at any time before the course. There will be no extra surcharge for making a substitution.

No refund will be payable for non-attendance or if no prior notice of cancellation is given.

It may be necessary for reasons beyond the control of Red Wheel Solutions Ltd. to change the content and timing of the course, the date, venue or instructor. We reserve the right to cancel a course up to and including the date of the course if insufficient bookings have been received. We will strive to give as much notice as possible in such an event. In all cases, people who had registered to attend a cancelled course will be given the option of a full refund or of rescheduling to a future course date but Red Wheel Solutions Ltd. disclaim any further liability.