

 AMBER SAFETY TRAINING & CONSULTANCY SOLUTIONS	POL -020 Assessments and Awards Policy	Page 1 of 1
	REVISION NO: 03	DATE: 14/05/2024 APPROVED: BM

Cancellation Policy

Purpose and scope

To outline Amber Safety policy in relation to dealing with booking cancellation and re-scheduling of the training programmes

Responsibility

Amber Safety Managing Director is responsible for ensuring that this policy is adhered to.

Policy

Any cancellation made up to 48 hours before a scheduled appointment via email, text, or phone call will be processed without a penalty. The course fee will be returned via same payment method used at the time of booking (credit card/PayPal/EFT) within the timeframe set by the payment processor (Stripe/PayPal/Bank)

Any cancellation made within less than 48 hours before the scheduled training are charged 100% of the booking fee.

Any booking can be re-scheduled free of charge to a later date if advised at least 24 hours prior to the course commencement.

Bookings re-scheduled in less than 48 hours before the scheduled training can't be refunded if cancelled up to 48 hours before re-scheduled training.