

# Refund Policy

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## Policy

No refund is payable to learners who leave before finalising the course / competency unit / qualification, unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis.

However, should learners wish to finalise incomplete units of study in a future course, the original fee payment can be used as credit towards that course if within 12 months of initial payment.

The maximum time within which a refund can be claimed will be at the sole discretion of Complete Hospitality Training Skills (CHTS), Management. CHTS hold public liability insurance that covers the scope of its operations throughout its registration period, in the event that CHTS closes and learners have not completed their training.

Learners are advised of the refund policy in the Terms of Condition before enrolment and /or commencement of training.

## Procedure

- All requests for refunds must be submitted in writing.
- Course fees must be paid in full 1 week prior to start of training to hold your training place.
- No refund will be provided for cancellations received less than 3 working days before course commences.
- If notified 7 working days prior to commencement of the course a 75% refund will be given.
- Dates and prices may be subject to change.

If a learner has any complaints / disputes about refunds please refer to our Complaints and Appeals Policy.