

# EFAW Course booking terms and conditions

Bookings are made subject to the following terms and conditions as set out below:

## 1. COURSE BOOKINGS

Course enquiries can be made by email, telephone or via our website, although to book onto a course, you must submit a completed booking form for your chosen course date and location. All bookings will be confirmed by email on receipt of the completed booking form and once payment is received in full via the unique link sent upon return of the completed booking form.

## 2. PAYMENT BY INDIVIDUALS, EMPLOYER OR THIRD PARTY

Our standard payment terms require the full amount to be paid within 14 days of receiving the conformation and payment link for your chosen date and location.

Payment can be made by credit/debit card or PayPal via [www.cognitionbae.com](http://www.cognitionbae.com)

Cognition reserves the right to cancel your course booking should payment or the completed booking form not be received by the required due date.

If issues arise, we urge you to contact us as soon as possible to discuss your options. You will not be able to attend the course if any fees or completed booking forms remain outstanding by the start of the course.

## 3. TRANSFERRING YOUR COURSE BOOKING

Should circumstances mean that you need to transfer to another course the following charges will apply, dependent on the notice given:

- First transfer made **more than 28 days** prior to the course start date – no charge
- Additional transfers or first transfer made with **27 to 15 days'** notice given – 25% of the course fee
- Any transfer with **14 days or less** notice – 50% of the course fee

All transfers must be taken within a period of six months where possible or unless otherwise agreed.

## 4. CANCELLATIONS

Should circumstances mean that you must cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than 28 days prior to the course start date – no charge
- 27 to 15 days prior to the course start date – 50% of the course fee
- 14 days or less prior to the course start date – full fee

If you have previously transferred your course from an alternative date and now wish to cancel altogether there will be a 25% administration fee payable, further to the charges listed above.

Cancellation must be confirmed in writing by email and received by the due date.

## 5. FAILURE TO ATTEND/COMPLETE A COURSE

If you do not attend a course or fail to complete the course in full, the full course fee remains payable and non-refundable.

## 6. LATE ARRIVALS/MISSED SESSIONS/CONDUCT

If you arrive late for a course or are absent from any session, Cognition reserve the right to mark you as failed.

To conform with the requirements for regulated qualifications, attendance at all sessions is mandatory so it will be deemed that you have not met the assessment criteria if sessions are missed.

If your behaviour whilst attending a course is deemed as inappropriate, including threatening behaviour, bullying, racial or sexual harassment or generally disruptive to other delegates, you will be asked to leave the course.

In all such cases, whether a classroom-based course or distance learning, the full course fee remains payable.

## 7. CERTIFICATION

Certificates are provided for successful completion of training/assessment as appropriate and are supplied only following full settlement of course fees. Certificates can only be issued if all criteria are met.

## 8. CANCELLATION BY COGNITION

On occasions, unforeseen circumstances may require Cognition to cancel a course or move to an alternative venue. In such circumstances you will be given as much notice as possible and the option to transfer to another course or request a full refund of fees paid.