

## Portland Training Cancellation Policy – Commercial

### Terms and Conditions

#### Upon receipt of Invoice

- 1.1 Your statutory rights allow you 28 days from the date of the invoice and booking confirmation in which to make a request for cancellation. If a request for cancellation is received and no payment has been made, there will be no costs incurred.
- 1.2 If you cancel after 28 days this will incur a £250+VAT cancellation fee.

#### Upon receipt of payment

- 2.1 If a candidate withdraws before learning has begun, a credit can be applied to your account for the value of the booking minus £250 cancellation fee, to be used against the booking of a new candidate.

#### Upon commencement of Training

- 2.2 If a candidate withdraws part way through learning there will be no re-imburement of costs.

### Withdrawals

A withdrawal is defined as the following:

A candidate becomes disengaged with the training, or no progress has been made, or no update has been provided after 12 weeks.