



Whitaker Training - Cancellation Policy

Whitaker Training has set up this policy to assist all types of business activity taking place. We appreciate that occasions arise which necessitate clients/companies to cancel training due to unforeseen circumstances and we therefore try to be flexible in our approach to each individual case. Obviously though in some cases this has an effect on our costs and resources, i.e. rooms, trainers, catering and we must try to ensure that all parties are not disadvantaged through loss of earnings etc. Any such issues are resolved at the discretion of the Whitaker Training directorship.

All bookings:

Cancellations made 14 days or more in advance of the Course date will receive a 100% refund.

Cancellations made within 14 days will receive a 50% refund.

Cancellations made within 7 days will not receive a refund.

Any changes wishing to be made need to be checked with Whitaker Training beforehand. Customers wishing to substitute a registered delegate from the same company need to first check with Whitaker Training before doing so. If agreed, you may do so up to the commencement of the course without penalty, other than any substitution costs incurred by Whitaker Training. Examples include registrations with validating bodies, provision of additional needs support etc.