



Heart Safe Consultancy & Training Ltd

Cancellation Policy

We understand that circumstances may arise that require you to cancel your course registration at shorter than ideal notice. Therefore, please carefully review our cancellation policy below:

1. Cancellation Notice

- Cancellations must **ONLY** be made in writing via email to info@heart-safe-training.co.uk

2. Refund Policy

- **30 Days or More Before Course Start Date:** A full refund will be issued for cancellations made 30 days or more before the scheduled course start date.
- **Less Than 30 Days Before Course Start Date:** No refund will be issued for cancellations made less than 30 days before the course start date.
- This policy is in place due to the significant costs incurred during this time period for course registrations, materials, and other expenses that cannot then be recovered.

3. Transfer of Registration or Transfer to Alternative Date

- If you are unable to attend, you may transfer your registration to another person at no additional cost. Please notify us in writing with the new attendee's details at least 30 days before the course start date.
- If you are unable to attend the original course you booked, we are more than happy to transfer you to an alternative course date of ours. If you confirm an alternative date with us and are then unable to attend this revised date, we unfortunately are unable to transfer you again to another course and no refund will be given due to the above criteria.

4. Course Cancellations by Us

- In the unlikely event that the course is cancelled or rescheduled by us, you will have the option to receive a full refund or transfer your registration to an alternative date.

By registering for any of our courses, you agree to abide by the terms outlined in this cancellation policy. For further inquiries, please contact us at info@heart-safe-training.co.uk