

Booking, Cancellation and Refund Policy

Reviewed February 2026

PART ONE

General Statement of Policy, Duties & Responsibilities

1.1 Policy Statement

Vertex Learning Hub is committed to providing clear, fair and transparent arrangements for the booking, cancellation and refund of all training programmes and services. This policy sets out the terms and conditions that apply to learners, employers and organisations when booking training with Vertex Learning Hub.

The policy is designed to protect learners while ensuring the sustainability and effective planning of training delivery. It aligns with CPD standards, consumer protection principles and good practice within education and training provision.

This policy applies to all courses, workshops, qualifications, CPD activities and training services delivered by Vertex Learning Hub, whether delivered face-to-face, online or via blended learning.

1.2 Aims of the Policy

The policy aims to:

- Provide clarity on booking procedures and requirements
- Set out clear cancellation and refund conditions
- Ensure fair and consistent decision-making
- Protect the integrity and viability of training provision
- Comply with relevant consumer legislation and CPD expectations

PART TWO

Booking Procedures

2.1 Course Booking

Bookings may be made by:

- Individual learners
- Employers or sponsors
- Organisations commissioning training

A booking is considered confirmed once:

- A completed booking form or online registration is received, and
- Payment is received in full, or an approved invoice arrangement is agreed

Vertex Learning Hub reserves the right to refuse or cancel a booking where eligibility requirements are not met or where course capacity has been reached.

2.2 Payment Terms

- Payment terms will be clearly stated at the point of booking • Fees must be paid prior to course commencement unless otherwise agreed • Failure to make payment may result in the booking being cancelled

PART THREE

Cancellations and Transfers

3.1 Learner Cancellations

- Cancellations must be submitted in writing (email is acceptable) • The date of receipt of the cancellation request will determine eligibility for refunds

Refunds may be issued as follows:

- Cancellations made more than 14 days before the course start date: full refund • Cancellations made within 14 days of the course start date: no refund • Non-attendance or failure to complete the course: no refund

3.2 Transfers and Substitutions

- Learners may request to transfer to an alternative course date, subject to availability • Requests must be made in writing and approved by Vertex Learning Hub • Transfers may be subject to an administration fee • Employer bookings may substitute delegates with prior notice

PART FOUR

Centre Cancellations

4.1 Cancellation by Vertex Learning Hub

Vertex Learning Hub reserves the right to cancel or reschedule courses due to:

- Insufficient enrolment • Tutor or assessor unavailability • Unforeseen circumstances beyond the centre's control

Where Vertex Learning Hub cancels a course:

- Learners will be offered an alternative date or course, or • A full refund of fees paid

Vertex Learning Hub will not be liable for additional costs incurred by learners, including travel or accommodation.

PART FIVE

Refunds

5.1 Refund Processing

- Approved refunds will be processed using the original method of payment
- Refunds will be issued within a reasonable timeframe
- Administration fees may be deducted where applicable

5.2 Exceptional Circumstances

Refunds outside the standard policy may be considered in exceptional circumstances, such as:

- Serious illness or injury
- Bereavement
- Other significant personal hardship

Requests must be supported by appropriate evidence and are considered at the discretion of Vertex Learning Hub.

PART SIX

Responsibilities

6.1 Vertex Learning Hub Responsibilities

Vertex Learning Hub will:

- Communicate booking terms clearly at the point of sale
- Apply this policy consistently and fairly
- Maintain accurate financial and booking records
- Ensure staff understand and apply this policy

6.2 Learner Responsibilities

Learners are responsible for:

- Reviewing booking terms before confirming enrolment
- Making payments on time
- Submitting cancellation or transfer requests promptly
- Providing accurate information at booking

PART SEVEN

Complaints and Appeals

Any concerns relating to booking, cancellation or refunds may be raised through the centre's Complaints Policy.

PART EIGHT

Monitoring and Review

- This policy is reviewed annually or sooner if required by legislation or CPD guidance

We request that all learners, clients and stakeholders adhere to this policy, which is available on request.

Approved by Vertex Learning Hub Management

Signed: _____

(Director / Head of Centre)

Date: _____

Vertex Learning Hub