

PAYMENT CANCELLATION AND REFUND POLICY

Metadata Training

PAYMENT CANCELLATION AND REFUND POLICY

Courses and exam fees are payable in advance and should be paid at least **2 weeks prior to the course start date**. All prices quoted exclude VAT. VAT at the prevailing rate (currently 20 %) is added to all invoices and is payable as part of the debt to Metadata.

Bank transfer is the most efficient and cheapest form of making payment. If you wish to pay by debit or credit card, please be aware that an additional charge will be added to the invoice amount to cover our costs.

Metadata endeavours to run all courses that we advertise. However, if there are less than four people due to attend a course, we reserve the right to cancel the course giving a minimum of a week's notice. In the event of cancellation customers can ask for a full refund or to attend another course. The choice is entirely with the customer.

If a customer cancels attending a course 10 working days before the course they can ask for and receive a full refund or book on another course, as the customer wishes.

If a customer cancels attending a course between 9 and 5 working days before a course, they must book to attend another course or pay a cancellation fee of £100 plus VAT.

If a customer cancels a course between 4 and 2 working days before a course is due to start, then they must pay half the course fee or can transfer to another course and pay a penalty fee of £100 plus VAT.

If a customer cancels a course less than forty-eight hours before a course is due to start or fails to attend a course without informing Metadata, then the full course fee is due.

All course cancellations and postponements must be confirmed in writing (ideally by email).