



Rambert Grades Cancellation Policy

2024

Should a Member need to cancel training that has already been paid for the Company will endeavour to:

- Find another date for the Member to undertake the training
- Offer a full or partial refund depending on the circumstances

These options are dependent on the cancellation being made with sufficient time as indicated below:

- Cancellations up to four weeks prior to the syllabus training session will include an offer of:
 - An alternative date for the training sessions
 - A full refund
 - To note: Rambert Grades will deduct a £30.00 administration fee to cover reasonable costs for this process
 - Cancellations between four weeks and two weeks prior to the syllabus training session will include an offer of:
 - An alternative date for the training sessions
 - A partial refund of 50%, of the training fee
 - Transfer of the booking to another trainee. Sourcing this trainee will be the Member's responsibility and the dates and training levels must replicate the original booking
 - To note: Rambert Grades will deduct a £30.00 administration fee to cover reasonable costs for these processes.
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- Cancellations between two weeks and one week before the syllabus training will include an offer of:
 - An alternative date for the training sessions
- Cancellations made with less than one week before the syllabus training will be charged at the full rate and no refund will be given.

It is, however, understood that there can be last minute occurrences beyond the control of the Member which may impact the ability to attend training sessions. Rambert Grades is always happy to discuss possible solutions should the need to cancel be absolutely unavoidable. These will be dealt with on a case-by-case basis.

Rambert Grades should only be informed of cancellations by email via members@rambertgrades.com

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