

## **PRCA Training Terms and Conditions**

### Cancellation Terms

PRCA does not offer any refunds on training courses booked, only a transfer (of the same cost value) is eligible. Should a PRCA Member book and pay Non Member rate, a credit note for the cost difference will be issued. We cannot issue a refund for the cost difference.

### Transfer Policy

One transfer to another course is permitted per place booked, 3 days or more before the course without incurring a fee (the course must be of the same cost value). For any cancellation or transfer request made thereafter a charge of £50+vat (per person, per course) will be incurred.

A fee of £50+vat will be charged to delegates who fail to attend training sessions to which they are registered. All transfer requests should be made in writing to [training@prca.org.uk](mailto:training@prca.org.uk) during office hours (09:00 - 18:00).

### Bespoke Training & Future Leaders Programme Transfer

Due to the care and extra work that trainers devote to tailored bespoke courses there is a fee incurred from any last minute cancellation or date change requests for Bespoke Training. PRCA must be notified within 1 month before the session is due to commence. For any cancellation or date change request made thereafter, a charge of 25% of the total cost (per bespoke course) will be incurred. All transfer requests should be made in writing to [training@prca.org.uk](mailto:training@prca.org.uk) during office hours (09:00 - 18:00).

### Unlimited Offer Cancellation Terms

Should a delegate sign to a PRCA webinar as part of any unlimited offer but then not attend, the delegate will be charged £50+vat no show fee. PRCA will only transfer a session if told 48 hours before the course is due to commence.

All transfer requests should be made in writing to [training@prca.org.uk](mailto:training@prca.org.uk) during office hours (09:00 - 18:00).

### Qualifications & Diplomas Cancellation:

All non-members need to pay by credit card a non -refundable deposit of 20% of the booking price at the point of the booking to secure the place.

Delegates not completing their qualification may cancel entirely. It should be noted that this incurs a flat fee of 20% of the original qualification value, not the value of the qualification at point of purchase. If this is within 14 days of the beginning of the qualification a refund would not be applicable. You may however transfer to another Diploma.