



BBE  
TRAINING



A CITRUS GROUP  
COMPANY

# Refunds & Cancellations Policy

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## Cancellation of Course

Your statutory right under the consumer protection (Distance Selling) Regulations 2000 allows you 14 working days, from the day after the enrolment on a course when you can make a written request for a cancellation. After 14 days, refunds will not be given.

Cancellations must be received by recorded letter. Email or telephone cancellations will not be acceptable.

Refunds will be made within 30 days only once received in writing and received by BBE Training within the 14-day cooling off period. No student will be refunded if a cancellation is made outside this period.

Should a participant cancel or be terminated from a course, a refund will be made according to the following refund policy:

1. Cancellations must be made in writing, either in person or by mail within 14 days of enrolment.
2. 100% of course fee will be refunded to the participant minus £70 administration fee if inside the cooling off period. If the course has been started and learning platform accessed within the initial 14-day period, we reserve the right to charge for any services used within this time.
3. There will be no refunds to those who do not turn up for a classroom delivery course, however, the participant may re-schedule the class for a later date within 10 days or forfeits the right to re-schedule if applicable and/or available.
4. If a participant is late more than 15 minutes to a class, the participant must re-schedule for a later date within 30 days or forfeits the right to re-schedule if applicable and/or available.
5. Refunds will be made within thirty (30) days of receipt of cancellation notice.
6. Payment Plan: Any course cancellation received in writing within 21 days of a payment being due will be accepted as confirmation of termination of the payment plan with no further payments being due. Any cancellation made after 21 days of a previous instalment of a payment plan being due will require the settlement of any outstanding payments and the next scheduled payment to be made to close the balance of your account and officially remove you from your course.

There will be no full refund of course fee monies for participants who wish to leave the course after commencement and the 14-day cooling off period has elapsed; however, we do operate a special consideration policy that allows a participant to be put on hold or extended for reasons that qualify.

There will be no refunds of course fee monies for participants dismissed due to a violation of the code of conduct which is as follows:

Removal of a course due to misconduct both in the classroom and studying online:

1. Any disruptive behaviour, foul language, possession of un-prescribed drugs or alcoholic beverages or being under the influence of alcohol or drugs, not medically prescribed by a doctor.
2. Theft or damage to property from BBE Training Ltd and any partners, the training facility, staff or other participant.
3. No refund will be made for non-attendance on the course.
4. No refund will be made once the course has started, except in exceptional circumstances at the discretion of BBE Training Ltd.
5. Any breach of the 'Misconduct Policy' in relation to any of the points that have been highlighted within.



Last review: June 2025

Next review: June 2026

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