

## Cancellations & Refunds Policy

- This policy document explains our policy regarding refunds where the Learner has:-
  - Cancelled their place on a course
  - Been asked to leave a course or withdrawn from a course
  - Not achieved the required certification standard
- **Additional Training and Reassessment Costs.** Where a Learner has not achieved the qualification, they came on the course for. Whilst it is policy that Learners have one attempt at sitting the exam or assessment. The cost of providing additional training and assessments can be considerable and SwimBag will take into consideration the following: -
  - Was the Learner capable of achieving the qualification and were the pre-requisites met
  - The cost of retraining – this might be shared between several Learners
  - The cost of reassessment – this might be shared amongst several Learners
- **Cancellations before the course.** Where possible SwimBag will endeavour to resell the place and may offer the Learner a refund or a place on another suitable course.
  - Cancellation with 28 days plus notification - Full refund offered or a place on an alternative course
  - Cancellation with 14 -27 days notification - Full refund of Awarding Organisation's Fees and 75% of SwimBag's Fees refunded
  - Cancellation with 7 – 13 days notification – Full Refund of Awarding Organisation's Fees and 50% of SwimBag's Fees refunded
  - Cancellation with less than 6 days notification – Full Refund of Awarding Organisation's Fees and 25% of SwimBag's Fees refunded
- **Been asked to leave a course or withdrawn from a course.** On the very rare occasion, where a Learner is asked to leave a course on the grounds of behaviour. This could be offence language or discriminatory behaviour. Or their suitability for the course. This could be because the learner is not physically able to complete the course. For example, not being able to kneel of the floor for a First Aid course or achieve the pre-requisite swim times on a Lifeguard course
  - Where the Learner accepts the Trainer's decision and leaves without further disturbance, SwimBag may refund the Awarding Organisations Fees
- **Not achieved the required certification standard** – Where a Learner has failed the course or the Trainer feels the Learner is not ready for assessment SwimBag may refund the unused portion of any Awarding Organisations Fees. If the Learner insists on taking an assessment after advice from the Trainer. SwimBag will be bound by the Awarding Organisations reassessment constraints and may not be able to offer further assistance.

**Monitoring**

- To help us monitor the effects of this policy, SwimBag will review this policy annually to ensure it is still fit for purpose.

**Complaints**

- All complaints concerning this policy document are to be reported, investigated and recorded under our Complaints and Appeals procedures.

**Contact details**

- All queries concerning this policy statement should be addressed to:  
The Training Director, SwimBag Limited, 29 Redbridge, Peterborough, PE4 5DP Tel: 01733 321399, Email: [trainingdirector@swimbag.com](mailto:trainingdirector@swimbag.com)

**Review**

- This document was last reviewed on 20/10/22
- A P Longland, Training Director SwimBag Limited