



Refund Policy

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1. All customer cancellations and amendments must be received in writing.

2. Customer cancellation terms:

Cancellations made greater than 3 calendar weeks prior to course start date will result in a £50.00 + VAT administration charge per candidate / per course.

Cancellations made 3 calendar weeks or less prior to course start date will result in 100% charge of course fees per candidate / per course.

3. Any subsequent refund due will be passed to customer payment card/customer account as soon as possible following acceptance of cancellation.

4. Please note our full terms and conditions detailed on www.roxby.com for any other information.