



Kate's Training Ltd

Booking Policy

Payments

Once you decide on a course that you wish to undertake, please contact us via web, email, phone, WhatsApp, Facebook messenger, LinkedIn. We will send you a Learner Registration Form and invoice with the bank details. We prefer payments via bank – transfer but we also offer other methods of payment to meet customer requirements. Please email for details and payment link. You can also pay through our web via card and via google pay, PayPal. This is subject to small service charge. Cash payment is also possible upon prior agreement. Please ask for more details: kate@katestraining.uk or 01617062276.

- We can take payments up to 6 months in advance. The course/training will be secured once 20% deposit of total price will be made.
- The full price must be paid 4 weeks before the course, if you are requesting in shorter notice, the price must be paid straight away.
- The last day of payment is the last working day before the course – if no full payment made your place for the course will be withdrawn.
- Once you have paid, a sales receipt will be issued to you within 2 working days.
- Our services are VAT – free.

Refunds and cancellations

At Kate's Training Ltd we put time and effort into preparation for the course. Therefore we would like to ask you to make cancellations and refunds as soon you have changed your mind.

- Please note, that if you have paid by card, the service charge will be non-refundable.
- In case you cancel 14 days and more before the training, it will be fully refundable.
- In case you cancel between 7 and 14 days, 20% of full price will be non-refundable.
- We do not accept any refunds and cancellations between 0 and 7 days prior to the course. If you do not attend no refund will be given.
- Refunds will be given within 2 working days.

Should you have any questions related to Kate's Training Ltd booking policy, please do not hesitate to ask by email: kate@katestraining.uk or phone: 0161762276 or

We will review this policy every 12 months and as and when required.

Date of review:	Signature of Policy Holder:	Date passed:
2023	<i>K. Sme</i>	16/11/2023
2024	<i>K. Sme</i>	15/01/2024
2025		
2026		
2027		
2028		
2029		
2030		
2031		
2032		

Kate's Training Ltd is a private limited company registered in England and Wales (Registration number 15068953).