



Terms and Conditions

Delegate Course Information

Delegate Course Information will be sent approximately 3-4 weeks before the course start date. If you have not received these within 7 working days before the course start date, please contact us

Examinations

Where examinations are included as part of the course, no refunds on the registration fees can be given once the delegates have been registered with the awarding body

Cancellations

Allstar Training reserves the right to cancel or change dates on any given course. If a confirmed booking is cancelled by the client, the following fees apply:

- Cancellation more than four calendar weeks before the start date of the course – no charge
- Cancellation more than two calendar weeks before the start date of the course – 50% of course fee
- Cancellation less than two calendar weeks before the start date of the course – 100% of course fee

Transfers

- Transfer to a different course date more than two calendar weeks before start date of booked course – £50 admin fee plus any additional charges incurred by Allstar Training
- Transfer to a different course date less than two calendar weeks before start date of booked course – 50% of course fee
- Transfer to a different course less than one calendar week before the start date of booked course – 100% of course fee

A substitute delegate may be nominated at any time before the course start date, at no extra charge provided that:-

- The new delegate is attending exactly the same course and dates
- Allstar Training is notified of the replacement delegate's name and contact details as soon as possible
- Any pre-course information already received is passed on to the replacement delegate by the original delegate