

**CANCELLATION AND REFUND POLICY**

**Cancellation**

* If fees are paid in full on enrolment, you will have a seven day ‘cooling off’ period in which to change your mind and all monies paid will be returned in full less any disbursements incurred by PVLT on your behalf
* If you decide to leave during the first four weeks of enrolment, 50% of your fees will be returned less any disbursements incurred by PVLT on your behalf
* If you have taken advantage of the payment plan, again you will have a seven day ‘cooling off’ period if the first payment is made on enrolment. If you decide to leave during the first four weeks of enrolment, 50% of monies paid during that time will be returned less any disbursements incurred by PVLT on your behalf
* A £20 administration fee will be imposed in all of the circumstances above
* Cancellation requests will only be accepted in writing preferably by email to debbie.feenan@pvlt.co.uk

NB: Your right to cancel does not apply to any courses which have been personalised to your specification

* After the ‘cooling off’/four week period referred to above, the following Refund Policy applies

**Refund Policy**

* PVLT will process the full refund of fees, when a course does not run, or closes as a result of a decision by the Principal. Refunds will not be granted in any other circumstances
* The full fee for a course is payable even if the learner decides not to complete the course
* Where a refund is appropriate, it will be made to the person or organisation making the original payment