

Refunds and Cancellations Policy

1. Fees

Fees for courses delivered by The Health Academy (THA) are set annually taking into consideration the cost to deliver and the need to be competitive in the market. Courses delivered as part of a recognised franchise agreement on behalf of an external organisation, will be subject to the external organisation's terms and conditions around course pricing.

All course fees will be due for payment within a specific timescale before the course date. These vary by course and are outlined below:

Course	Course Deadline Date
ETC	30 days before start date
PILS	30 days before start date
ILS	30 days before start date
GIC	30 days before start date
NLS	30 days before start date
ALS	42 days before start date
APLS	42 days before start date
All other Resuscitation courses	21 days before start date
All other Simulation courses	21 days before start date
Surgical Simulations Courses	Payment to be made at the time of booking to secure a place. Deadline for withdrawals set at 42 days before start date of course.

Where the course deadline date is set 30 days before the start date of the programme, The Health Academy is required to register candidates with external awarding organisations, meaning no further bookings will be accepted after this time.

Bookings on a course are confirmed by The Health Academy upon receipt of;

- a completed application form,
- payment for the full amount for the course by the deadline date (or at the time of booking)

2. Refunds/Credits

Refunds of monies paid / no fees are due if:

- a) The Health Academy cancels a programme
- b) The learner withdraws prior to the deadline for payment
- c) There are individual exceptional circumstances as approved by The Health Academy
- d) A complaint is upheld.

All refunds are subject to a £20 administration fee (unless The Health Academy cancels a course).

NB. External Organisations: in line with Royal College guidelines, practical skills-based courses will incur an administration fee of 10% (or £50.00), whichever is greater of the total course fee.

Note: refunds may take up to 2 weeks to process.

3. **Cancellations, Transfers and Termination of Study**

All cancellations must be made in writing. Where a customer cancels their course booking or requests to transfer to an alternative course or date the full cost of the course will be due, unless notice specified below is given prior to course start date:

Accredited Courses	Non-accredited Courses	ALS, APLS and Surgical Simulation Courses	
More than 30 days' notice	More than 21 days' notice	More than 42 days' notice	No charge
	More than 14 days' notice	More than 30 days' notice	30% of the cost
More than 14 days' notice	More than 7 days' notice	More than 7 days' notice	50% of the cost
More than 7 days' notice	Less than 7 days' notice	Less than 7 days' notice	75% of the cost
Less than 7 days or no show	No show	No show	100% of the cost

The Health Academy will not be responsible for any consequential losses (e.g travel, accommodation costs) incurred by candidates in such cases. Candidates may wish to consider taking out appropriate travel insurance for any non-refundable costs incurred when making personal arrangements to attend the course

Where printed or online course materials have been issued the cost of candidate registration on the course and the learning materials will be deducted from the refund given

From time to time The Health Academy may need to cancel a course after a place has been booked. In this event you will be offered a full refund.

The Health Academy may cancel a candidate place on the course and terminate our contract by giving you notice if:

(a) you are expelled or excluded from the course as a result of your misconduct or behaviour on the course;

(b) your behaviour or conduct does not in our reasonable opinion meet professional standards or rules, including those relating to integrity, ethics, honesty and trustworthiness & probity

(c) your attendance or progress is unsatisfactory and/or we find that you are unsuitable for the course and in our reasonable opinion, the cancellation is in our best interests and/or your best interests.

Very occasionally, we may also need to make changes to a course's timetable and/or teaching staff without giving advance notice

Charges shall remain fixed for the duration of the agreement.

To request a refund please email resuscitation.admin@lthtr.nhs.uk