

# Refund Policy



## Cancellations and Refunds

At Safety House HSE, we strive to ensure complete satisfaction with our courses and services. However, we understand that circumstances may arise requiring cancellations or refunds. The following terms outline our policy:

### 1. General Conditions:

- A refund is not available for delegates who fail to complete a course without prior notification.
- Requests for transfers to alternative dates are subject to cancellation fees.
- Refunds will not be processed if installment payments are not met before requesting a refund.

### 2. Course Cancellations:

- **More than 15 Days before the Registration Date:**
  - Full refund obtainable via the same method of payment.
- **Between 7 Days before the Registration Date:**
  - 70% of the course fee is refundable via the same method of payment.
- **On the first day of the course start date and before the Registration Date:**
  - 50% of the course fee is refundable via the same method of payment.
- **After the first day of the course start date or after the Registration Date:**
  - No refund applicable.
- **Administrative Fee:**
  - In all cases, a 5% administration fee will be deducted from the refund.

### 3. Units/Modules Not Commenced:

- A 70% refund is available for any units/modules not commenced, provided the materials are in the same purchasing condition.

### 4. Assessment Fees:

- A 70% refund of any assessment fees paid is obtainable if the cancellation is received before the learner has been registered with the awarding body.

### 5. Printed Materials:

- **Returned within 3 Days:**

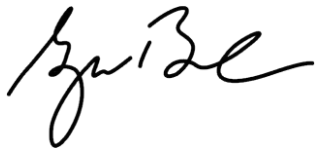
- Full refund (excluding postage and packing) obtainable if printed materials are returned in good condition within 3 days following dispatch.
- **Electronic Materials:**
  - No refund available for electronic materials.

**6. Refund Processing:**

- Refunds, if applicable, will be processed within 14 days of Safety House HSE receiving the request and any returned course materials (if purchased earlier).

By adhering to these guidelines, Safety House HSE aims to maintain fairness and transparency in our refund processes. Should you have any further questions or require assistance with a refund request, please contact our support team.

**Contact Information:** For questions or more information about this policy, contact the Safety House HSE administration office at [Training@safetyhousehse.com](mailto:Training@safetyhousehse.com) or +201017462178.



CEO