



Crown Training Academy

Terms & Conditions

Crown Training Academy can accept bookings by phone, email, fax or by an online booking form. Whichever booking option is used the following terms and conditions apply: -

Fees

All fees are payable at time of booking and Crown Training Academy reserves the right to refuse admission to a course until payment is received in full. Any arrangements for alternative payments terms must be agreed in writing in advance. Payment can be made by credit/debit card, cash or cheque.

Fees quoted are correct at the time of publication but Crown reserves the right to alter fees at any time. VAT is chargeable at the standard rate in force at the time of payment.

Certificates

Certificates will remain the property of Crown Training Academy until payment is made and certificates will be forward at our earliest convenience depending on the different Award Body timescales.

Late payment

Overdue payment may attract interest at 8% above the statutory rate. If attempts for payment are made but payment is delayed, we will pursue legal action and the use of a Debt Collection Agency if necessary to recover the fee.

Cancellations

Crown Training Academy reserves the right to cancel all or part of a provision of a service and in this event bookings will normally be transferred to the next available course.

If a booking is cancelled by the client the following refunds will be payable:-

More than 28 days:	100% Refunded
15-28 days:	50% Refunded
0-14 days:	0% Refunded

Code of Conduct

We take pride in our centre and are committed to providing quality facilities and resources. We are pro-active in our approach to equal opportunities and expect our staff and students to show the same respect. We expect our students to attend courses regularly, be punctual, hand in coursework on time, contribute in a positive manner and to adhere strictly to all safety precautions and regulations. If breaches to this code take place two warnings will be given with a third resulting in dismissal from the programme. However, instant dismissal will take place for theft, physical assault, verbal assault or vandalism to property.

Students who breach this code and who, in severe circumstances, are removed from a course will not be eligible for a refund.