

Policy on Course Deposits

To reserve your place on a course we require you to pay a specified deposit. By paying the deposit you also purchase any applicable learning materials.

This deposit is non-refundable unless we change the dates or cancel the course without your agreement.

If you can't attend you may transfer the deposit to another person.

We regret any inconvenience to you as a customer, but arranging a course does incur costs for us.

Policy on Trip Deposits

To reserve your place on a trip we require you to pay a specified deposit..

This deposit is non-refundable unless we change the dates or cancel the course without your agreement.

If you can't attend you may transfer the deposit to another person.

We regret any inconvenience to you as a customer, but arranging a trip does incur costs for us.

Policy on Product Refunds

Refunds on product will not be given if the item purchased:

- Is of acceptable quality.
- Is fit for the particular purpose that you asked about.
- Fits the description by the sales assistant.
- Matches the sample or demonstration model.