

## Cancellation, Payment and Refund Policy

Unless agreed otherwise and confirmed in writing (email) the following applies to all First Aid products and services.

### General Payment Terms

Full payment (and cleared funds) is required before we will release any certificates for training courses.

### Cancellation Procedure

To cancel or move a booking/course please contact us at least 48hours in advance.

Payments are fully refundable if we are given more than 48 hours' notice prior to the course starting. Where less than 48 hours' notice is given, course costs are refunded minus the initial deposit.

Nitiminy requires notification in writing/email from either the person who booked the course or someone who can be easily identified as being from the same organisation and having authority to make the decision. The time frame required for refunds is detailed in the Refund Terms below.

Funds are usually returned within a few hours of us making a refund. In some situations, funds may take 7 days to appear back in an account.

If a course or booking is cancelled by us: we will return 100% of the money received for the cancelled booking.

### Change your booking to another date.

This is not possible with less than 48 hours' notice from the course start date, in which case the normal cancellation policy applies. With more than 48 hours' notice from the course start date we will move a candidate to another course with no additional payment required.

Moving a private course, you have booked with us: please contact us to discuss options.

For all other products and services, a refund will only be offered in the event the product or service is deemed by nitiminy. to be faulty or has not been conducted to the correct standard.

### Delivery Policy

Training Courses: the time, date, and location of a training course will be agreed at the time of booking. If Nitiminy. needs to change the venue of a training course, each candidate will be given the opportunity to cancel for a full refund.

### Other

We reserve the right to cancel courses and bookings.