

## Crystal&Co Cancellation and Refund Policy

### Introduction

We understand that sometimes plans change, and you may need to cancel a booked course, training, or assessment. Under UK law, you may have the right to cancel or request a refund under specific circumstances outlined in this policy.

### Training Courses

To cancel a course booking, please notify us in writing. Cancellations are subject to the following fees based on how far in advance you inform us:

- **More than 10 working days before the course starts:** A 25% deduction from the course fees will apply, and the remainder will be refunded.
- **Between 6 and 10 working days before the course starts:** A 50% deduction from the course fees will apply, and the remainder will be refunded.
- **5 or fewer working days before the course starts:** No refund will be issued, and full course fees will be deducted.

Please note that if you attend the course, even partially, or miss the training class, you will not be entitled to a refund.

### Certificates

Certificates will be withheld until full payment is received. We reserve the right to charge late payment interest at 8% above the Bank of England base rate, in accordance with the Late Payment of Commercial Debt (Interest) Act 1998.

Uncollected certificates may incur a handling fee after one month of notification and may be disposed of after three months.

### NVQs & Assessments

Enrolment in a qualification begins with payment (either partial or full) and the submission of a registration form. This process incurs significant costs and resources, which are non-recoverable. Therefore:

1. Full refunds are available if requested before registration begins.
2. No refunds will be issued for candidates on a payment plan once registration is complete.
3. For candidates who have paid in full, refunds may be granted if requested before the assessment process begins.
4. No refunds will be given once the assessment process has started unless Crystal&Co or the assigned assessor cannot continue the delivery as agreed.
5. Candidates may transfer to another qualification, subject to coverage of registration and administrative costs incurred.

Refunds will be calculated by deducting registration and assessment costs incurred to date from the total payment.

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Crystal&Co/037	Crystal&Co Cancellation and Refund Policy	15/09/2024	1.0	15/09/2025

### Qualification Time Extensions

NVQ portfolios have time limits for completion as set by the awarding organisations. Candidates should be mindful of these limits when requesting breaks during assessments. Extension fees may apply if the time limit is exceeded.

### Guided Learning Hours (GLH)

Crystal&Co determines qualification time limits based on GLH recommended by Ofqual and the relevant awarding organisations. This includes an additional safety factor of 75% added to the calculated time limits.

### Replacements, Updates, and Upgrades

Candidates may be replaced, updated, or upgraded within the first quarter of the assessment time limit if no submissions have been made. This will incur new registration and administrative fees.

### Courses Purchased Through Third Parties

For courses purchased via third-party agencies (e.g., reeds.co.uk), we offer a 14-day money-back guarantee. A refund will be issued if:

- You request it within the 14-day cooling-off period.
- You have not completed (or attempted) the course or received a Certificate of Achievement.

The cooling-off period starts from the purchase date. Unused portions of this period become invalid 14 days before the course start date.

For cancellations, please complete a Cancellation Form and submit it via:

1. **Post:** Crystal&Co Administration Department, 12 College Road, Harrow on the Hill, HA1 1BE
2. **Email:** info@crystalco.co.uk

If you cancel within the 14-day period, we will process your refund within 14 days of confirming your eligibility.

### Policy Updates:

This policy will be reviewed periodically to ensure it remains relevant and aligned with the evolving technological landscape. Any updates or revisions to the policy will be communicated to all learners and candidates.

### Approval

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

### Managing Director

Signature: .....*Ramona Marcu*.....

Name: Ramona Marcu

Date: 15/09/2024

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