



2020-2021

Lakwera Services LTD – The Training Courses Center – Course refund policy

When participating in any of our courses and activities, the following rules apply to all course candidates:

Course refunds policy

If Lakwera Services LTD cancels a course before the course begins, or up to and including the second session, you will be eligible for a full refund of the course fee that you have paid.

Lakwera Services LTD will refund any money received using the same method originally used when taking the booking.

Where a fee is taken by cash, the fee will be refunded by cheque. A payment will be made within 30 days of you providing us with a cancellation notice within the time periods described in the [Cancellation Policy](#) that attract a refund.

If you cancel a course booking and are not eligible for a refund, but are experiencing financial hardship and have exceptional circumstances, you may apply in writing to our office and their request may be considered. Our decision is final, and no correspondence will be entered into.

Cancellations or rescheduling:

1. You will be refunded the full fee paid for the course if you have given 7 days' notice (including weekends) for cancellation.

2. Please give us a 48h notice if unable to attend and we are happy to reschedule you on our next available date for your chosen course, provided the course fee was paid in advance. If this is not possible within 6 months you may choose to use the funds for any other course that we have available within 12 months of payment made toward your initial chosen course.

3. If you cancel on the date of the course that you have paid for, we are unable to reschedule and we cannot refund your fee or reschedule, due to course costs and bookings already allowed for and incurred by us.

4. We are not able to issue refunds for our courses, unless if 7 days' notice is given, we can also re-book/reschedule you for next available dates for the chosen course(s). Other procedure can be taken by:



4.1 If this is not possible within 6 months you may choose to use the funds for any other course that we have available within 12 months of payment made toward your initial chosen course. At the end of the financial year if a course booking has not been used, we will write to you with the conclusion depending if a refund or a cancellation has been issued.

We reserve the right to cancel or postpone any of our courses for any reason including for matters of health and safety that may prevent the course from taking place, in this situation you will be issued with communication and an automatic refund.

