

JPC Plant and Safety Training Course Cancellation Policy

Introduction:

JPC Plant and Safety is committed to providing high-quality, accessible training sessions.

Understanding that plans can change, we offer the following cancellation policy to accommodate our participants' needs while ensuring the efficient allocation of resources.

1. Cancellation by Participant:

More than 5 days before the course start date: Participants can cancel their registration and receive a full refund, minus a 15% administrative fee.

2 to 3 days before the course start date: Participants are eligible for a 50% refund of the course fees.

Less than 2 days before the course start date: No refunds will be issued. However, participants may transfer their registration to another individual or to a future course date within the next 12 months, subject to availability.

2. Transfer Policy:

-Transfers:

Requests for transfers to another course or individual must be made in writing at least 3 days before the course start date. Transfers are subject to a 5% administrative fee.

- Substitution:

Participants may substitute another person in their place without incurring any fees, up to 2 days before the course start date. The substitute must meet any prerequisites for the course.

3. Cancellation by JPC Plant and Safety:

- Course Cancellation:

JPC Plant and Safety reserves the right to cancel any course due to insufficient enrolment, instructor illness, or unforeseen circumstances. In such an event, participants will be notified as soon as possible and given the option to either transfer to another course or receive a full refund.

4. Non Refundable Fees:

Deposits and Administrative Fees: All deposits and administrative fees are non-refundable, except in the case of course cancellation by JPC Plant and Safety.

5. Exceptional Circumstances:

-In cases of illness, family emergency, or other unforeseen circumstances, participants may request an exception to the above policy. Such requests must be made in writing and supported by documentation. Decisions on exceptions are at the discretion of JPC Plant and Safety and will be communicated to the participant.

6. Notification and Processing:

Notification: All cancellations and transfer requests must be submitted in writing via email to Jpcplantandsafety@outlook.com

* Refund Processing: Refunds will be processed within 30 days of receiving the cancellation notice, via the original payment method.

Contact Information:

For any questions regarding this cancellation policy or to submit a cancellation or transfer request, please contact:

Email: Jpcplantandsafety@outlook.com

Phone: 087 9879757

Policy Amendments:

JPC Plant and Safety reserves the right to modify this cancellation policy at any time. Participants will be notified of any changes.

Effective Date: This policy is effective as of 2nd of February 2024.