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PETM
Professional external training and management

PETM LTD
54 Toftland, Peterborough,
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CANCELLATION AND REFUND POLICY

1. Purpose

This policy sets out PETM LTD's fair and transparent approach to cancellations, refunds, and course transfers.
It ensures compliance with the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013**, **Consumer Rights Act 2015**, and relevant awarding-body requirements (DVSA, JAUPT, Pro Trainings UK, etc.).

Our objective is to balance flexibility for our learners and clients with the operational requirements needed to run accredited and scheduled courses efficiently.

2. Scope

This policy applies to all services provided by PETM LTD, including:

- Driver CPC training (courses and refreshers)
- First Aid training (in partnership with Pro Trainings UK)
- CPD-accredited e-learning courses
- Transport Manager CPC training and examinations
- Transport compliance audits and consultancy services
- Any other professional training or advisory services offered by PETM LTD

3. General Principles

- All cancellations must be notified in writing to info@petm.co.uk.
- Refund eligibility is calculated from the date written notice is received.
- Refunds are normally processed within 10 working days of confirmation.
- PETM LTD reserves the right to deduct reasonable administration or third-party fees (e.g. JAUPT registration or exam submission fees).

4. Cancellation and Refund Structure

Notice Period (before course or service start)	Refund Entitlement	Administrative Fee or Deduction
7 or more calendar days	100 % refund	No fee
3 – 6 calendar days	80 % refund	20 % fee
Within 48 hours	70 % refund	30 % fee
No advance notice/no-show	No refund	100 % fee retained

Refunds will only be made to the original payer via the original payment method, where possible.

5. Non-Refundable Circumstances

Refunds will not normally be given where:

- The candidate fails to attend or arrives late without prior notice.
- Required documentation (e.g., driving licence for Driver CPC courses) is invalid or incomplete.
- Course access credentials for e-learning have already been issued and materials viewed.
- The service has been substantially delivered (e.g., audit work completed or consultancy time spent).

6. Exceptional Circumstances

At the Managing Director's discretion, refunds or transfers may be considered in the following cases:

- Certified medical emergencies;
- Bereavement of immediate family member;
- Severe weather or travel disruption preventing safe attendance;
- Any other situation deemed reasonable by PETM LTD.

Evidence may be required before a decision is made.

7. Course Transfers

As an alternative to cancellation, clients may transfer their booking to another date or delegate, subject to:

- Transfer request made at least 48 hours before original start date;
- Availability on the preferred alternative course;
- One free transfer per booking – further changes subject to standard fees.

8. Cancellations by PETM LTD

PETM LTD may cancel a course or service in the event of:

- Insufficient enrolments;
- Trainer illness or unavailability;
- Force majeure (such as extreme weather or regulatory closure).

In such cases, we will offer either a:

- Full refund of fees paid, or
- Transfer to the next available date at no extra cost.

PETM LTD will not be liable for any indirect costs (e.g., travel or accommodation) incurred by clients.

9. Distance Learning and Online Courses

For e-learning or digital courses purchased online, consumers have a 14-day "cooling-off period" under the Consumer Contracts Regulations 2013.
However, once you log in and access course materials, you agree that the digital content has been supplied and your right to cancel ends.

10. Refunds for Audit and Consultancy Services

Where audit or consultancy services are booked:

- Cancellations with more than 5 working days' notice – full refund (minus admin costs if any).
- Cancellations within 5 working days – refund subject to deduction for time and preparation already undertaken.
- Where site access is denied or information not provided, additional charges may apply for re-scheduling.

11. Data Protection

All personal data relating to bookings, payments, and refunds is handled in accordance with the UK GDPR and our Privacy Policy.
Payment information is processed securely via approved third-party payment providers.

12. Review and Monitoring

This policy will be reviewed annually to ensure continued compliance with UK consumer law and training body requirements.
Feedback from learners and clients is encouraged to help improve our customer experience.

Reviewed and approved by:
Petar Tsvetanov
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Next review date by: 01.11.2027