

## Cool Concerns Course Cancellation & Exam Resit Policy

By booking a course with CCL you accept and agree to the terms & conditions of this cancellation and re-sit policy.

**Please find below our course cancellation policy: -**

<b>Cancellation Time Scale (clear weeks notice)</b>	<b>% of Quoted Course Cost</b>
4 Weeks Prior to Training	No Cost
4 to 2 Weeks Prior to Training	50%
Less than 2 Weeks Prior to Training	100%

In the event of any course cancellations, situations beyond your control will be taken into consideration before applying this policy in full.

**Please find below our assessment resit costs: -**

<b>Timing of Assessment</b>	<b>Cost Excluding VAT</b>
2 <sup>nd</sup> attempt at theory assessment whilst at centre on course	£50
Returning to centre on a separate day to the original course for 2 <sup>nd</sup> attempt at theory assessment	£80
Returning to centre on a separate day to the original course for 2 <sup>nd</sup> attempt at practical assessment	£80
Brazer 2 <sup>nd</sup> attempt at practical whilst at centre on course	£50

**Stephen Benton** FInstR  
**Director**  
**Cool Concerns Ltd**