

## Cool Concerns Course Cancellation & Exam Resit Policy

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

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

| <b>Cancellation Time Scale<br/>(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 exam resit policy: -**

If during a course you need to resit a theory exam it will be charged at £25 Excl VAT per resit (this is a direct cost from C&G).

The cost of re-attending the centre outside of the original course for a practical or theoretical resit will be advised at time of re-booking.

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