

<b>Company Name:</b>	LABMEDEXPERT LIMITED
<b>Policy No.:</b>	LME-RP-001
<b>Policy Name:</b>	Refund Policy and Procedure
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We appreciate that there are instances whereby clients/companies do cancel their course due to unforeseen circumstances and we therefore try to be flexible in our approach to each individual case. In some cases, this would have impact on our costs and resources, i.e. trainers, space availability, consumables, and we must ensure that all parties are not disadvantaged through loss of earnings etc. Any such issues are resolved at the discretion of the LabMedExpert Manager.

#### **Public Courses (Open Course Bookings)**

If clients cancel a course, change course date or switching courses, delivered by LabMedExpert Limited, they must do so at least 20 working days in advance in order to avoid paying a 50% cancellation fee. If Cancellation notice is received less than 10 working days prior to the course date, the cancellation charge will be 100% of the training fee.

If any of our customers wishes to substitute a registered delegate from the same company, this must first be confirmed with LabMedExpert Limited that this is acceptable. If agreed, you may do so up to the commencement of the course without penalty, other than any substitution costs incurred by LabMedExpert Limited.

#### **Candidate registered on reed.co.uk**

If you register for your training through reed.co.uk, you will get a full refund (100%) of the training cost if cancellation notice is received by 14 working days prior to the course start date.

#### **Customised Training**

There is no penalty for a training that is delivered on a client's site if a cancellation notice is received 15 working days prior to the onsite training date. If a cancellation notice is received by LabMedExpert Limited less than 15 working days but more than 10 working days prior to the training date, the cancellation charge is 50% of the training fee.

If a cancellation notice is received by LabMedExpert Limited in less than 10 days prior to the training date, the cancellation charge is 100% of the training fee.

**Funded Training**

For funded courses/training, we can only receive this on full and successful completion of the course and all associated paperwork. If a client is eligible for funding and needs to withdraw or cancel their training, it may result in the full cost fee becoming payable, which we have no alternative but to pass onto the employer for the individuals concerned. This will be agreed with employers at the time of sign up stage (when the employer eligibility form is completed) but we will not be able to proceed with funded training without this agreement. Exact amount of potential fees payable will depend on the specific course and circumstances.

**Scholarship Clients**

If scholarship clients cancel a course delivered by LabMedExpert Limited, the cancellation charge will be 100% of the training fee.