

**TERMS AND CONDITIONS  
BUSINESS GROWTH TRAINING**

**BOOKINGS PAID ONLINE OR BY INVOICE**

1. There is a **14-day cooling off period**, and a refund can be requested by contacting [businessgrowth@ayrshire.ac.uk](mailto:businessgrowth@ayrshire.ac.uk) giving the delegate name and course title and date. Refunds will be processed within 28 days.
  - 1.1 A full refund can be provided if no unrecoverable costs have been incurred by Ayrshire College during this time.
  - 1.2 A cancellation charge may still be applicable if unrecoverable costs have been incurred e.g. Registration Fees which have already been paid to an awarding body to register the delegate or books/materials have been purchased or created specifically for the delegate.
2. Bookings can be cancelled by contacting [businessgrowth@ayrshire.ac.uk](mailto:businessgrowth@ayrshire.ac.uk) **up to 21 days before a course start date** and a refund will be provided within 28 days:
  - 2.1 A full refund can be provided if no unrecoverable costs have been incurred by Ayrshire College during this time.
  - 2.2 A cancellation charge may still be applicable if unrecoverable costs have been incurred e.g. Registration Fees which have already been paid to an awarding body to register the delegate or books/materials have been purchased or created specifically for the delegate.
  - 2.3 Delegates may choose to move their booking and payment to the same course if it is being delivered at a later date.
3. Bookings cancelled by contacting [businessgrowth@ayrshire.ac.uk](mailto:businessgrowth@ayrshire.ac.uk) **within 21 days of the start date** cannot be refunded or rescheduled.
4. Non-attendances and withdrawals from a course after the start date cannot be refunded or rescheduled.
5. Ayrshire College reserves the right to cancel, move and reschedule courses due to circumstances that are beyond our control such as trainer illness or if number of delegates have not reached the minimum required to run the course effectively. Delegates will be notified of any changes at the earliest opportunity, and refunds can be provided if alternative arrangements are unsuitable.
6. Delegates are responsible for their own travel/accommodation/ subsistence.

**BOOKINGS THROUGH THE FLEXIBLE WORKFORCE DEVELOPMENT FUND**

Where employers have successfully applied to the Flexible Development Fund and committed to training dates, if the employer initiates cancellation within 21 days of the course start date, or where enrolled delegates fail to attend courses, the full course fee will be deducted from the employers funding allocation. If Ayrshire College initiates cancellation, this will be done at the earliest notice, and training will be rescheduled at mutually agreed dates.