



Recreational Course Refund Policy

This policy applies only to recreational courses which are not certificated.

A full refund will be given in the following circumstances:

- We cancel a course
- The course is oversubscribed & your place on the course is cancelled as a result
- We have to amend the date / time / location of a course and you are no longer able to attend.

Pre-Course Withdrawals

Once enrolled, if you decide to withdraw from a course more than 10 working days before the course is due to start you will be offered a full refund minus a £10 administration charge.

Once enrolled, if you decide to withdraw from a course less than 10 working days and more than 24 hours before the course is due to start you will be offered a 50% refund.

Once enrolled, if you decide to withdraw from a course less than 24 hours before the course is due to start you will not be entitled to a refund.

If you identify pre enrolment that there are a number of weeks that you are unable to attend, however, you still wish to enrol you will be required to pay the full fee. If you decide not to enrol you can enrol at a later date at a reduced rate (as identified in the Discounts for Late Starts section below). Please note that a space will not be reserved for you & you will run the risk that the course will fill before you are able to attend. You must enrol less than 7 working days before you are able to attend to receive the reduced rate.

Once a Course has started

Once a course has started you will not be entitled to a refund with the following exceptions:

- You or a close family member have been diagnosed with a serious illness for which you are able to supply a medical certificate if required.
- Following an assessment by Petroc staff it has been identified that the course is not suitable for you

In the above circumstances you will be entitled to a pro rata refund.

Discounts for Late Starts

Before Petroc will approve a late start enrolment the tutor will be contacted to assess suitability and this may be declined by the tutor if by joining it will be detrimental to the other students or too much learning has already taken place.

Once a tutor has approved a late start the total fees due will be reduced pro rata and subject to an additional 10% of the full price as an administration charge. For example if the full price is £50 and the course is 5 weeks long and a learner joins on week 3 they will be charged a total price of £35 calculated by £30 pro rata plus £5 (10%) administration charge.

The late enrolment must take place less than 7 days before the first session the learner can attend otherwise they will be charged the pro rata rate at the point they enrol.