

1. All customer cancellations and amendments must be received in writing.
2. Customer cancellation terms:  
  
Cancellations made 16 or more working days prior to course start date will result in a £50.00 + VAT administration charge per candidate / per course.  
  
Cancellations made 15 working days or less prior to course start date will result in 100% charge of course fees per candidate / per course.
3. Any subsequent refund due will be passed to customer payment card/customer account as soon as possible following acceptance of cancellation.
4. Please note our full terms and conditions detailed on [www.roxby.com](http://www.roxby.com) for any other information.