



StarTraining

Developing professional excellence

Terms and Conditions

1. Payment for Bespoke Courses

For all bespoke courses booked at Ullenwood or delivered at the client's workplace, full payment must be received prior to the training event.

If payment has not been received by the agreed date before the course, we reserve the right to cancel the booking.

2. Cancellations for Online Bookings

For all other courses booked through our online platform, the following cancellation and refund policy applies:

- Full Refund: A full refund will be issued if cancellation is made 14 or more calendar days before the course start date.
- Partial Refund: A 50% refund will be issued if cancellation is made between 7 and 13 calendar days before the course start date.
- No Refund: No refund will be issued if cancellation is made less than 7 calendar days before the course start date or in the event of non-attendance.

3. Substitutions

You may substitute another participant in your place at no additional cost, provided you notify us at least 48 hours before the course start date.

4. Cancellation by Provider

We reserve the right to cancel or reschedule the course due to unforeseen circumstances. In such cases, participants will be offered:

- A full refund, or
- The option to transfer the booking to a future course date.