

**Refund Policy**

**BIGSUNNY SERVICES LTD WILL NOT ISSUE A REFUND UNDER THE FOLLOWING CIRCUMSTANCES**

* If the learner does not attend the course that they have booked for.
* If the learner is late and has exceeded the extra- time (15minutes) allowed prior to commencing training.
* If a deposit has already been made to secure a place on a course and the delegate/learner did not attend the course/training for whatever reasons, as this would have taken the chances of other delegates to book thereby wasting the time and resources of the company.
* If the learner provides insufficient and fraudulent identification (ID).
* If the learner decides to reschedule the course and cannot attend on the dates they have reschedule the course.

**BIGSUNNY SERVICES LTD WILL ISSUE A REFUND UNDER THE FOLLOWING CIRCUMSTANCES**

* If Bigsunny Services ltd decides to cancel a course/training. (Under no circumstances will the company issue a refund with the payment exceeding the original amount paid to by a delegate/customer. Bigsunny services ltd is not responsible, nor will the company compensate for any accommodation or transport costs, or loss of earnings due to time taken off work.)
* If a learner has taken a level 2 course or below and hasn’t received results within 3 months without valid reasoning from the company.
* If a learner has taken a level 3 course and hasn’t received results within 6 months without valid reasoning from the company.
* If a learner has taken a level 4 course and hasn’t received results within 9 months without valid reasoning from the company.

**Our Support Team is always eager to assist you and deliver highly professional support in a timely manner. Thank you for booking a course with Bigsunny Services ltd**