

**Redline Training and Consultancy Services
 Cancellation and Rescheduling Request Policy**

Classroom Training and Consultancy

1. All cancellations and rescheduling requests for classroom training and consultancy services received with less than 29 calendar days to the date of delivery will be subject to a cancellation charge.
2. All cancellation charges are calculated from the day written notification is received by Redline Assured Security.
3. These charges are based on how many calendar days before the date of training or consultancy services commencement we receive your cancellation notice in writing.
4. Cancellation and rescheduling charges for all classroom training and consultancy services, where less than 29 days' notice is given, are set below:

Number of calendar days of cancellation notice given	Cancellation fee payable as % of value of services booked	3rd Party non recoverable costs
29 days or more	0%	100%
28 to 14 days	50%	100%
13 to 8 days	75%	100%
7 days or less	100%	100%

Note: 3rd party non recoverable costs include, but are not limited to, e.g. airfares, rail tickets, and hotel bookings.

Elearning Courses

5. Refunds will not be provided for Elearning courses; however, in the event where a client identifies they have purchased the incorrect course before completing it, they will on request be transferred to the correct course free of charge.