

AMENDMENTS AND CANCELLATION POLICY

Centre Name:	Haswell Training Limited
Centre Address:	Unit D10 Pinetrees Business Park, Salhouse Road, Norwich, Norfolk, NR7 9BB
Centre Telephone Number:	01603 394352
Centre Number/s:	
CITB:	22811
Qualsafe:	908062
NPORS:	2322
NOCN:	30004532

Throughout this policy, the term ‘the Centre’ will be used to refer to the Centre details above.

Policy Details

Date Published:	03.02.2026	Version Number:	3
Date of Next Review:	03.02.2027		
Individual Responsible for Policy:	Darren Critchlow		

Version History

Version	Date Published	Changes Made	Signed off by
3	03.02.2026	Amendment to cancellation terms – requiring 10 working days notice to avoid fees.	D.Critchlow

Amending your booking:

If you wish to make a change to the course you have booked, please make contact with us as soon as possible via telephone or email. We will explore with you the change/s required and confirm as soon as possible whether we are able to accommodate the change.

If the changes are possible, we will let you know about any changes to the price of the training course, the timing of the training course or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

Our rights to make changes:

Minor changes to the training courses: We may change the training courses:

- To reflect changes in relevant laws and regulatory requirements; and
- To implement minor technical adjustments and improvements.

More significant changes to the training course: In the event that we need to make significant changes to the training course, we will notify you and you may then contact us to transfer the booking to another individual at no cost or to transfer your booking to another course (for which a transfer fee may be payable).

Transferring your booking:

Please contact us if you wish to transfer your booking to another individual or training course.

If you wish to transfer your booking on a specific training course to another individual (with date remaining the same), this is not subject to any transfer fee.

If you wish to transfer your booking from one training course to another training course or to the same course but on a different date, this is subject to a fee as set out below. Transfer fees are subject to VAT:

In the case of transfer:

More than 10 working days before the training course is due to commence:

- First transfer at no charge
- Subsequent transfer: 50% of amount charged

Less than 5 working days before the training course is due to commence:

- 50% of booking fee will be charged as a transfer fee if the existing course can still run i.e. (adequate delegate numbers to meet regulatory requirements).
- If the transfer means the original course has to be cancelled due to insufficient delegate numbers, 100% of the course fee will be charged.

Any transfer of booking will not be completed until:

- You have received an email confirming your booking onto an alternative training course/date; or
- The individual to whom you are transferring your booking has received an email confirming their booking.

Cancellation Policy:

You can cancel your place on a training course, whether classroom or online, 10 working days before the start of the class without penalty. If a cancellation occurs after this the following amounts are deducted from the original payment:

- 50% if less than 10 working days.
- 100% if less than 5 working days.



Darren Critchlow
Director
Haswell Training Ltd
3rd February 2026