

Rizwa Hotels T/A Guardians Training

Lower ground south, Kirkman House, 12/14 Whitfield Street,
London, W1T 2RF

Phone: +44 20 3371 9904

info@guardians-training.co.uk

www.guardians-training.co.uk



Cancellation Policy

Introduction:

At Guardians Training we strive to provide exceptional services and a positive customer experience. We understand that circumstances may arise where cancellation of a service is necessary. This document outlines our cancellation policy to ensure clarity and transparency in such situations.

The refund/cancellation policy applies to all enrolments who have come in contact with us in any of the following ways:

1. Payment of deposit after consultation with the training team.
2. Payment of deposit before entering into a loan agreement with a third party.
3. Commencement of the training course.
4. During the training course.
5. Conclusion of the training course.
6. Extensions requested by students during their training with us.

This document will be provided to you as part of the enrolment process and is also available on our website and student portal. You will have access to this document throughout your training with us. Please note that failure to sign the agreement does not void the validity of this policy.

Deposits: Before Commencement of Training

1. Student may pay a deposit to secure a better discount offer when booking a training course. Once the deposit is paid, you have 14 days to apply for a refund before starting your training.
2. You must agree on a definite start date within 2 weeks of paying the deposit to commence your training.
3. To secure your place in the course, you must complete all related enrolment agreements within 14 days of paying the deposit. Failure to complete the enrolment paperwork may result in cancellation of your course without any refund.

After Commencement of the Training:

1. Under no circumstances will a refund be given if the course has already started, regardless of the payment method.
2. You may choose a third-party finance option to fund your training. NO refund will be given once the training has commenced.
3. All cancellations must be made in writing by letter to:

Guardians Training, Lower ground south, Kirkman House, 12/14 Whitfield Street, London, W1T 2RF or email to: student.support@guardians-training.co.uk. In each case, please state your name, the course details, and indicate that you would like to cancel your course.



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4. Students must complete their training within the term limit of 12 months; failure to do so may result in automatic termination of the contract.
5. Students cannot downgrade/cancel once the training has commenced. Students will still be liable to pay the full outstanding training fee.
6. In the case of missing payments or failure to comply with the payment plan, the student will be liable to pay the full outstanding amount, including any legal and incidental costs incurred by the third party on our behalf.
7. We do not take responsibility for personal items at the training center. It is expected that you keep your personal belongings safe.
8. We expect cleanliness from all our candidates. You will be asked to clear your workstation before leaving the center.
9. We reserve the right to use your picture and testimonials for marketing purposes.
10. All of the above terms apply to students seeking to extend and/or book individual courses.

Disclaimer in case of using a third-party finance platform:

1. We use a third-party finance vendor to provide you with a 0% interest facility to spread the cost of training. The agreement is between you and the third party. As regulated by FCA, we only provide the credit broking facility and are not part of any proceedings between you and/or the finance company.
2. We cannot represent you or amend any part of the loan agreement with the finance company.
3. It is your responsibility to review the loan agreement and only sign it if you agree to all the conditions.
4. All of our refund/cancellation terms apply to all our courses, regardless of the funding/payment method used by the student.
5. If you cancel your credit agreement with the third party, you will still be liable to pay for the training once it has commenced, even within 14 days of your credit agreement. Cancellation of the credit agreement with the third party does not entitle you to cancel the training once it has commenced.

If you have any questions or require further clarification regarding our refund policy, please contact our customer service team at on student.support@guardians-training.co.uk. We are here to assist you.

Please note that this cancellation policy is provided as general information and may be subject to additional terms and conditions specific to the product/service purchased. We encourage customers to carefully review the documentation provided with their purchase or contact our customer service team for any clarification or further information.



INVEST IN YOUR FUTURE
WITH OUR ACCOUNTANCY COURSES

Rizwa Hotels Ltd T/A Guardians Training
VAT number: 429722969

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Thank you for choosing Guardians Training. We appreciate your understanding and cooperation.

Sincerely,

Signed Digitally on behalf of Managing Director of Guardians Training

Khaja Khan



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