



BVRLA Professional Development Courses

Cancellations:

- Requests for cancellation of a training course booking must be received in writing via email to training@bvrla.co.uk for the attention of the Learning and Development Professional.
- Requests for cancellation received more than 30 days prior to the course start date incur an administrative charge for the processing of the refund at the rate of 25% of the course fee.
- Requests for cancellation received more 15-30 days prior to the course start date incur an administrative charge for the processing of the refund at the rate of 50% of the course fee.
- There is no refund on cancellations made 14 days or less prior to the course start date as there is an impact on other delegates who have booked to attend and could result in the course being cancelled overall.

Postponing:

- Postponement of attendance from one course to a later course can be requested in writing as per the cancellations policy above to training@bvrla.co.uk.
- Requests to postpone more than 30 days prior to the course start date will incur an administration charge of £35 + VAT.
- Requests to postpone more 15-30 days prior to the course will incur an administration charge of £70 + VAT.
- Requests to postpone 14 days or less prior to the course will be treated as a cancellation, with no refund payable.

Substitutions:

- You can request the substitution of a delegate for another in writing as per the cancellations policy above to training@bvrla.co.uk. There is no charge for this.
- Requests for substitution must be made no later than one business day prior to the scheduled course start date.

British Vehicle Rental and Leasing Association

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