



Refund policy – Group Programmes

Please note that all places must be booked and paid for in advance. Bookings are non-refundable unless an event is cancelled. fluentintuition Ltd. reserves the right to cancel an event and in these circumstances will fully refund course fees.

Course Fees: What Is And Is Not Included

All course fees cover materials, coffee, tea and refreshments, but not lunch/dinner unless stated otherwise.

Online learning subscriptions are included where expressly indicated in the course fee.

Course text books are not included in the fee, course co-ordinators/tutors will liaise with course members to organise purchase once courses become viable.

Exam registration fees, examination fees, registration with awarding bodies, certificate fees are not included in the course fee.

Attendance certificates are not included in the fee and are subject to a postage charge.

Cancellations & Alterations

All events will run subject to a minimum number of participants.

The decision as to whether the course goes ahead is made by the direction approximately one week in advance of the course start date, so you are invited to book early.

Where courses are cancelled due to lack of viability customers will be notified by the day prior to the event. On occasions, where full viability has not been achieved, a first meeting may be allowed to proceed to discuss possible options (e.g. shortening course length, session length). The Director's decision is final in determining whether the course will run in this event.

Circumstances may require that event tutors change from those booked to teach. Provided a tutor of equal standing is secured, participants will not be notified in advance. If a replacement is unavailable the session will be rescheduled.