



Terms of payment and refunds policy:

Atlantic coast lifeguards understands that unforeseen circumstances may compel a student to withdraw from a course, students should understand that Atlantic Coast lifeguards makes decisions as to be able to resource a course based upon a minimum number of students who register for any course. We must pre purchase resources, pre payment facility costs, pre payment of trainers time, pre payment of assessors time, admin, accountancy, insurance fees.

Every candidate counts on a course to cover these costs as we are restricted to a ratio.

If our **prerequisite fitness testing standard** is not met, a new course booking at full fee applies.

With this in mind we have a terms of payment and refunds policy:

1. Course must be paid in full 30 days in advance of the first day.
2. Before making a booking, please make sure you can attend the dates advertised as we cannot change you to another course.
3. Before making a booking, please read the course pre-requisites carefully- failure to be able to complete these on day 1 means that you will be withdrawn from the course with no refund and we cannot move you to an alternative course.
4. Due to limited space on each course and the purchase of materials for the candidate prior to the course, we can only offer refunds of up to 50% of the full course fee, if cancelled prior to 30 days of the start date.
5. Full course fee is NON-REFUNDABLE if cancellation is within 30 days in advance of course start date. 50% of course fee is refundable if cancelled prior to the 30 days limit.
6. Where possible, due to an illness and with the supply of a doctors certificate we will do our best to move you to an alternate course – however 50% of the fee will be lost and you will need to rebook and pay the deposit amount again to secure your position – 50% will be lost on fees associated with the course. No refund will be given only a 50% postponement.
7. Death of a member of student's proximate family, we will postpone 50% of your course fee to a later course. However 50% will be lost on fees associated with the course. No refund will be given only a 50% postponement.
8. During the course if you are not competent in any of the areas that are being taught, we cannot present you to fail an exam. It is up to you the learner to practice and study. If you are not presented for exam and want to do a later course you will need to rebook via our website. Each course is individual.

Please note that the information contained in the document is neither conclusive nor exhaustive and Atlantic coast lifeguards reserve the right to substitute alternative arrangements where it deems necessary.