

BTTC Cancellation Policy

Please ensure you read the below carefully

- A full refund will be offered on all bookings cancelled more than 10 working days prior to the event/course date
- A full credit transfer onto a course at a future date will be offered on all bookings cancelled 5-10 working days before the event /course.
- Any registrant who cancels may nominate a suitable replacement to attend in their place, incurring no cancellation penalty as long as the replacement meets the entry requirements for the course, up to 1 day in advance of the event/course date
- Some of our accrediting bodies require specific documentation and or photo ID from course participant's which you will need to bring with you on the first day of commencement of the event/course, details of these requirements will be given to you via email well in advance of commencement of the course, if you fail to bring these items required with you on the day, depending on the type of course you may not be allowed to take part. BTTC will not take any responsibility for any documentation not provided by a participant on the day on the day and will not offer a refund in such instances
- Registrants who fail to notify BTTC of their non-attendance within 5 working days will be charged 100% of the full fee unless in an emergency, where evidence can be provided of said emergency, and at the discretion of the manager.
- BTTC will take into consideration cancellations made due to any other unforeseen circumstances which were unavoidable to the course participant this will be decided by management on a case by case basis but may incur a loss of a deposit of 25% of the course fee

We appreciate your custom, if you have any queries relating to any of the above, please contact BTTC and we will be happy to clarify for you.