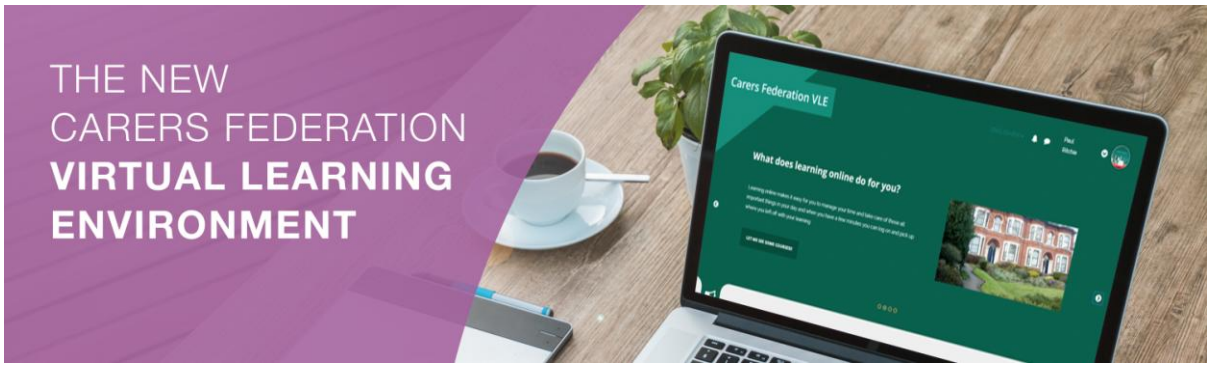


THE NEW CARERS FEDERATION VIRTUAL LEARNING ENVIRONMENT



Carers Federation VLE – Refunds and Cancellations Policy

1 VLE Refunds and Cancellation Policy:

1.1 Individual learners and/or organisations enrolling in any Carers Federation VLE courses are entering into a legal agreement under common law, in which they agree to abide by the conditions of enrolment, in exchange for the training services offered by Carers Federation. If an enquiry is placed and no confirmation document is sent then neither party are bound to terms.

1.2 Once a candidate and/or organisation confirm a booking by making payment for the VLE course, cancellation/refund terms will apply.

1.3 By entering into a booking for a training course, the individual learner and/or organisation accept responsibility for notifying the Carers Federation as soon as they are aware that they or their learner is no longer able to continue with the course.

1.4 Individual learners and /or organisations may cancel a course booking at any time.

1.5 You will not have the right to cancel a course where the Services have been fully performed.

1.6 Cancellations and refund requests **must** be made through the Carers Federation web site and all cancellations/requests for a refund will be considered on an individual basis.