



12a Cricklewood Lane LONDON NW2 1EX TEL 0208 450 7326

## Terms and Conditions for Training

1. Students must complete their course 6 months from the Enrolment date.
2. Students are required to wear clean uniform and shoes during training hours.
3. Hair should be tied back and no jewellery or nail varnish is to worn.
4. Students are recommended not to bring jewellery, money or other valuables into the FNB Training Centre, cannot be held responsible for loss or theft of property
5. All distributed Theory and Computerized Notes are for the student's sole use and should not be copied or otherwise distributed under FNB Copyright policies. Students are advised to review Theory notes regularly as required.
6. A student who fails to take a scheduled examination will forfeit their examination fee and be required to wait until the next official examination date to retake the exam, paying whatever examination fee is applicable at that time.
7. In the interest of keeping courses and course material as up to date as possible, FNB Training Centre, reserves the right to make changes to curricula and syllabi without prior notice

## REFUND POLICY

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### **For Courses purchased online**

You have the right to cancel your purchase and request a full refund within a period of fourteen calendar days following the date of the purchase, as outlined in Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2014.

### **Direct Purchase and Short Courses**

- Once a course date is agreed, 50% deposit must be paid to secure your place on the course. This is a non-refundable deposit.
- The remaining 50% is paid 14 days prior to the start of the course. Please note that any outstanding balance must be received 14 days prior to the course commencement date, otherwise the course will be cancelled and you will lose your deposit
- Payment can be made by cash, direct bank transfer or by debit or credit card over the telephone. Please call our office line for details on 02084507326
- Once payment has been received, you will be sent an email confirming your payment, Course date.