

DSWA COURSE BOOKING TERMS AND CONDITIONS

Payment Terms

Payment is due at the time of booking. Online payments can be made by credit card or PayPal using the online PayPal portal.

Our Cancellation Policy

If you need to cancel a course, please contact us immediately at training@dswa.org.uk or the office on 015395 67953.

DSWA reserve the right to cancel a course at short notice. This should be taken into account if you are travelling a distance to attend and / or you have booked local accommodation. Although we will refund course fees where DSWA has had to make the decision to cancel a course, we cannot reimburse any loss incurred for accommodation or travel costs.

Our Refund Policy

If a course is cancelled, the DSWA will endeavour to reallocate you onto another course. If this is not possible, then the following scale of charges will apply;

- Reallocation of course at any point - £30 Admin fee
- More than 6 weeks before course - £30 Admin fee
- Less than 6 weeks but more than 4 weeks before course – 30% of course fee
- Less than 4 weeks but more than 2 weeks before the course – 60% of course fee
- If cancellation is made within 2 weeks of the course – 100% of course fee and no option to transfer

If you start the course but cannot complete all 4 days due to exceptional circumstances, DSWA may at their discretion, consider a reduction in course fees, where only 2 days or less of the course have been completed.