

Cancellation and Transfers Policy

Cancellation on the Day:

Cancellations or no-shows received on the day of the Course/Event will incur the full fee payable by the Customer. Future Networks Training Ltd will not provide refunds in cases where the Customer has pre-paid the full fee prior to the Course/Event.

Cancellation within 5 Working Days Prior to the Course/Event:

If cancellation is received within five working days prior to the Course/Event, the Customer is liable for the full fee. Future Networks Training Ltd will not provide refunds in cases where the Customer has pre-paid the full fee prior to the Course/Event.

Cancellation within 6 – 10 Working Days Prior to Course/Event:

If cancellation is received between six and ten working days prior to the Course/Event, the Customer is liable for 25% of the full fee. In cases where the Customer has pre-paid the full fee amount prior to the Course/Event, Future Networks Training Ltd will refund 75% of the fee.

Cancellation More Than 11 Working Days Prior to the Course/Event:

If cancellation is made more than 11 working days prior to the event, 0% of the full fee will be required to be paid by the Customer. In cases where the Customer has pre-paid the full fee prior to the Course/Event, Future Networks Training Ltd will refund 100% of the full fee received. Cancellations can be emailed to bookings@fnt.uk.com.

Changes Made to Bookings:

Should you wish to make changes to your booking, please contact Future Networks Training Ltd. No charges will be applied if the changes are notified more than 7 working days prior to the Course/Event start date. If any request for changes is received by Future Networks Training Ltd within 7 working days prior to the Course/Event, Future Networks Training Ltd reserves the right to charge the Customer an administration fee of £25.

Course/Event Changes and Cancellations by Future Networks Training Ltd:

Future Networks Training Ltd endeavours to run all published courses and any changes to course dates or times will be notified as soon as possible. Future Networks Training Ltd reserves the right to cancel or reschedule courses/events and accept no consequential liability (including but not limited to economic loss, loss of profits, loss of business opportunities, or loss of revenue) or any other claim irrespective of notice given for any changes made by Future Networks Training Ltd.