

TERMS & CONDITIONS OF ENROLMENT 2019/20

We aim to process all course applications / enrolments within 48 hours, and to email confirmation of places as soon as possible.

In accordance with distance selling regulations, after enrolling for one of our courses online, you have the option to cancel / withdraw your enrolment within seven days, without penalty. If we have already charged your debit / credit card or PayPal account, you will receive a full and unconditional refund. Following this period of grace however, the only amounts that will be refunded in the event of cancellation / withdrawal are those set out and described in the table below.

Up to four weeks before course commencement:	Full refund of all fees paid, less £25 administration charge
Less than four weeks before course commencement:	Refund of 75% tuition fees paid, 100% assessment fees paid
From course commencement until October half term:	Refund of 50% tuition fees paid, 100% assessment fees paid
From October half term until the end of December:	Refund of 25% tuition fees paid, 100% assessment fees paid
From the start of January until course conclusion:	No refund of any fees paid (tuition or assessment)

If YOU want to cancel / withdraw your enrolment:

Notice of cancellation / withdrawal should be provided in writing using the same email address that was recorded at the time of enrolment, and sent as soon as possible to: contactus@signpostcommunications.uk

If WE need to cancel / withdraw an advertised course:

In the unlikely event SignPost Communications need to cancel a course for which you have already enrolled, BEFORE the date of commencement, all amounts paid for that enrolment will be refunded in full. Thereafter, SignPost Communications shall only be obliged to refund on a pro-rata basis, a sum representing the undisbursed balance of tuition and assessment fees. No further compensation shall be made.

Students opting to pay by instalments:

We reserve the right to require full payment of all outstanding sums if you breach your agreement with us. Your first instalment will be collected as soon as your instalment plan has been activated. Future instalments will be charged to your account on the same date of each subsequent month.