

Information about cancellation and refunds

Cancelling your course booking

1. You may cancel your course booking at any time by telling your course organiser that you want to cancel by letter, email, or phone. It is not enough to tell your course leader. Your cancellation will take effect on the date we receive your letter, email, or phone call.
2. For your protection, you should get and keep proof of posting for any letter you have sent to us to cancel your booking, and you should make a note of the date, time and phone number called if you cancel by phone.
3. We will acknowledge your cancellation by letter or by email within 7 days.

Refunds

1. If you are cancelling because your baby has arrived before or during the course, you will receive a refund for your course fee proportional to the hours you have not yet attended providing you tell us within three months of the course start date.
2. If it is necessary to cancel your booking before or during the course as a result of the serious illness or death of yourself, your partner, or a close relative, we may refund all or part of your course fee providing you tell us within three months of the course start date. If it appears relevant to your specific circumstances, we may also offer other alternatives to complete cancellation, such as alternative courses or one-to-one support.
3. If you cancel your place for any other reason, you will receive a refund for your course fee as follows
 - a) more than four weeks before the start of the course. 100% refund of your course fees less a £30 administration fee. The fee is waived if you take your whole refund in vouchers for NCT Shop.
 - b) between two and four weeks before the start of the course. 50% refund of your course fees.
 - c) less than two weeks before the start of the course. 0% refund of your course fees.

Transferring your booking

1. To transfer your booking to another course before these courses start, you must follow the cancellation procedure above. When you tell us about your cancellation, you should also tell us what course you would like to book instead.
2. It is not possible to transfer to an alternative course that is full, even if it was offered to you previously.
3. If we transfer your booking from your current course to a different one, a £25 rebooking fee will replace the £30 cancellation fee.
4. You will need to pay the difference if transferring to a more expensive course. You will be refunded the difference if transferring to a less expensive course.
5. You may be able to transfer to another course after your course has started; this will be at the discretion of the NCT. You must follow the cancellation procedure above to enquire about this possibility. Any refunds or excess to be paid will be proportional to the hours elapsed on the first course, and the hours remaining on the course to which you are transferring.