



**Future Connect**  
*Step up your game*

# Refund Policy

## Who this policy applied to?

The refund/ cancellation policy applies to all the enrolments, who have come in contact with us in any of the following ways ;

1. Payment of deposit after the consultation with the training team
2. Payment of deposit before getting onto the loan agreement with the 3<sup>rd</sup> party
3. On commencement of the training course
4. During the Training course
5. On conclusion of the Training course
6. On extensions that the students may wish to do whilst on training with us.

This document will be sent to you as part of the enrolment process and is also visible on our website and student portal. You have access to this document during entire journey of your training with us. Failure to Sign the agreement does not void the validity of this agreement.

## Deposits: Before Commencement of Training

- Trainees may pay a deposit to secure a better discount offer on booking a training. Once the deposit is paid, you have 14 days to apply for a refund prior to starting your training.
- You must agree a definite start day within 2 weeks of paying deposit to start your training.

- You must complete all the related enrolment agreements within 14 days of paying the deposit to secure your place in the course. Failure to complete the enrolment paperwork may lead to cancellation of your course without any refund.

## **After Commencement of the Training:**

- Under no circumstances will a refund be given if the course has already started which includes induction and registration, irrespective of the payment method.
- You may choose a 3<sup>rd</sup> party finance option to fund your training. NO refund will be given once the training has commenced.
- All cancellations must be in writing: by **letter** to: Training, Future Connect Training & Recruitment, **4th Floor Office Suite, Lawford House, 4 Albert Place, Finchley, N3 1QA**  
**Email:** [accounts@fctraining.org](mailto:accounts@fctraining.org) and in each case, you must state your name, the course details and say that you would like to cancel your course.
- Students must complete their training within the term limit (12 months); failure to do so may result in an automatic conclusion of the contract.
- Students cannot downgrade/cancel once the training has commenced. Student will still be liable to pay full outstanding training fee.
- In case of missing payments or not abiding the payment plan, the student will be liable to pay the full outstanding plus any legal and incidental cost that may be incurred by the third party on our behalf.
- We do not take any Responsibility for your personal items at the training centre. You are expected to keep your personal belongings safely.
- We expect cleanliness from all our candidates. You shall be asked to clear your workstation before you leave the centre.
- We have the right to use my picture and testimonials for marketing.
- All the above terms apply to all students willing to extend and/or book for individual courses.

## **Disclaimer in case of using a 3rd party finance platform:**

- We use 3rd party finance vendor to give you 0% interest facility to spread the cost of the training, the agreement is between you and the 3rd party – as regulated by FCA we are only giving you the credit broking facility and are not part of any proceedings between you and/or the finance company.
- We cannot represent you or amend any part of the loan agreement with the finance company.
- It is your responsibility to check the loan agreement and only sign it once you agree to all the conditions.
- All of our refund/ cancellation terms apply to all our courses, irrespective of funding/payment method used by the student.
- If you cancel your credit agreement with the 3<sup>rd</sup> party, you will still be liable to pay for the training, once the training has commenced, even within 14 days of your credit agreement. Cancellation of credit agreement with 3<sup>rd</sup> party, does not give right to cancel the training once commenced.