



<b>AP 105 - Cancellation &amp; Refund Policy</b>	<b>Rev No:</b> 1	<b>Issue Date</b> 01/04/2025	<b>Written By:</b> James Daly	<b>Approved By:</b> Philip O'Sullivan
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## Occupli Training – Cancellation & Refund Policy (Effective April 2025)

At Occupli, we know that plans can change. To maintain the quality and availability of our training services, we've outlined the following cancellation policy:

### Standard Course Bookings:

- **More than 10 business days' notice:**  
You may cancel or reschedule your booking. A 10% administrative fee will apply.
- **8–10 business days' notice:**  
50% of the course fee will be charged. Alternatively, you may reschedule once, subject to a 20% rebooking fee.
- **5–7 business days' notice:**  
75% of the course fee will be charged. You may reschedule once, with a 10% rebooking fee.
- **Less than 4 business days' notice or no-show:**  
100% of the course fee will be charged.  
If the full invoice is paid and a new course is booked and delivered without issue, a 15% discount will be applied to the new booking.

### Private NEBOSH Courses:

- **Less than 20 business days' notice:**  
100% of the course fee will be charged.

### How to Cancel:

All cancellations must be submitted in writing by email to:  
[jamesdaly@occupli.com](mailto:jamesdaly@occupli.com)

### Revision History

Rev	Date	Reason for Change	Author	Approver
1	01/04/2025	Initial Release	James Daly	Philip O'Sullivan