

Online Course Learners

Logging into your e-learning account indicates acceptance that your training (and our performance of the contract) is deemed to have begun and that you agree that if you cancel within the 14 day cancellation period we are still **entitled to charge you for services** we have provided from the date you were able to access the training until the point at which you cancel. Please see our [cancellation rights policy](#) for more information about returns and refunds.

Refunds of all sums paid by a learner to PACEY are given to learners who request a refund within 14 days of receiving their registration details and **who have not logged on** to the e-learning site.

Face to Face Course Learners

Once you start the course and/or log onto the PACEY e-learning site and your e-portfolio account, you accept that your training (and our performance of the contract) is deemed to have begun and that you agree that if you cancel within the 14 day cancellation period we are still entitled to charge you for services we have provided from the date you were able to access the training until the point at which you cancel. Please see our [cancellation rights policy](#) for more information about returns and refunds.

Refunds of all sums paid by a learner to PACEY are given to learners who request a refund within 14 working days of starting the course who have not yet logged on to the e-learning site.

Online Course Learners & Face to Face Course Learners

Please be advised that once you have chosen a delivery method of your training either e- learning or a face to face course you are unable to swop to another method.

Refund Procedure

1. You may cancel your course (following the above criteria) by writing to Standards and Training, PACEY, Northside House, 69 Tweedy Road, Bromley, Kent, BR1 3WA or by emailing training@pacey.org.uk and your liability to us shall be limited to payment to us of all costs we reasonably incur until we receive your amendment or cancellation. However, where the amendment or cancellation is due to our failure to comply with these terms you shall have no liability to us for it.

If your place has been paid for by a sponsor or you have received help to pay for the course you must check your sponsor's conditions of funding before cancelling your course. Any queries you may have in relation to the terms of sponsorship should be addressed directly to your funder.