



Terms of Payment and Refund Policy

Atlantic Coast Lifeguards understands that unforeseen circumstances may require a candidate to withdraw from a course. However, please note that all courses are planned and resourced in advance based on confirmed bookings. We must pre-purchase resources, pre-pay facility costs, pre-pay trainers' time, pre-pay assessors' time, admin, accountancy, and insurance fees. Every candidate counts on a course to cover these costs as we are restricted to a ratio. If our prerequisite fitness testing standard is not met, a new course booking at full fee applies

With this in mind, the following terms apply:

1. Full Payment

The full course fee must be paid no later than 14 days before the course start date.

2. Booking Commitment

Before making a booking, please ensure you are available for the advertised course dates, as we are unable to transfer bookings to alternative courses.

3. Pre-Requisites

Candidates must meet all course pre-requisites on Day 1. Failure to do so will result in withdrawal from the course with no refund or transfer option.

4. Deposit

All deposits paid are non-refundable.

5. Cancellations (More than 30 days' notice)

If a booking is cancelled more than 30 days before the course start date:

- The deposit will be retained
- Any remaining balance paid may be refunded

6. Cancellations (Within 30 days)

If a booking is cancelled within 30 days of the course start date:

- The full course fee is NON-REFUNDABLE (including deposit and any balance paid)

7. Illness (with medical certificate)

Where possible, and at our discretion, we may offer a transfer to a future course.

- The deposit will be retained
- A new deposit will be required to secure a place on a future course
- No refunds will be issued

8. Bereavement

In the event of the death of an immediate family member, we may offer a transfer to a future course at our discretion.

- The deposit will be retained
- No refunds will be issued

9. Course Competency

If a candidate is deemed not yet competent during the course, they may not be presented for final assessment. Should you wish to attend a future course, a new booking will be required.

Please note that the information contained in the document is neither conclusive nor exhaustive and Atlantic Coast Lifeguards reserve the right to substitute alternative arrangements where it deems necessary