

## Refund policy

### Introduction

This document is intended for our customers and sets out the process for applying for refunds.

Our aim is to have a refund policy that:

- Is fair and appropriate
- Provides a clear and transparent process

### Review arrangements

We'll review this document and its associated procedure annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to provide feedback, or have a query in relation to any aspect of our fees or invoicing arrangements please contact us via the details provided at the end of this document.

### Conferences

Vet Skill Limited reserves the right to cancel a Conference at any time and to offer an alternative date, a credit or a full refund, without liability for any consequential or indirect loss. Employers who have paid on behalf of a delegate will not be entitled to claim a refund should their delegate subsequently leave their employment. All such matters are between the employer and their staff.

### Annual Renewal fees

#### VetSkill Approved Centres

VetSkill will invoice its approved Centres and any Satellite sites when their approval or annual renewal fee(s) is due. Payment must be received within 30 days of the invoice date.

Failure to pay due invoices may result in services and/or products being phased out and/or withdrawn from your centres and/or legal action being taken against your organisation.

Should you have any queries about any aspect of an invoice please contact us on the details below.

Once the payment has been processed, no refund will be applicable.

## Suitably Qualified Persons (SQP) ■

Vet Skill Limited will not refund any part of an annual 'Suitably Qualified Person' (SQP) subscription once paid by the SQP, unless, the individual failed to meet the registration criteria. In which case a full refund will be provided.

## Records

In accordance with HMRC guidelines we will keep records of all invoices issued and payments received and/or refunded so that you or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if necessary.

## Contact us

If you have any queries about any aspect of our fees or invoice arrangements or the content of this policy, please contact our administration department.

Tel: 01480 278 580

Fax: 01480 278 581

E-mail: [info@vetskill.com](mailto:info@vetskill.com)