

VetSkill Policy and Guidance on Refunds

Introduction

This is version 2.1 of the Refund Policy and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

Change history (previous version D19)

Section	Change
Enquiries and Appeals	Moved to separate policy

Scope

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

Our aim is to have refund process that:

Is fair and appropriate.

Provides a clear and transparent process.

Review Arrangements

VetSkill will review this document as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with refunds remains effective.

If you would like to feedback any views, 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.

Cancellation of Examinations

Vet Skill Limited will not refund any part of an examination where there is less than 10 working days' notice given. Where notice is less than 10 working days, entitlement to a refund will be considered, when accompanied by a request for a Special Consideration. Please refer to the *VetSkill Special Consideration Policy* and *VetSkill Special Consideration Form*.



For further information please refer to the *VetSkill Refund Policy* which can be found on our website, www.vetskill.com

Conferences and Events

Vet Skill Limited reserves the right to cancel a conference or event 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 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 our fees, invoicing or refunds please contact us via the details below.

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

Suitably Qualified Persons (SQP) Annual Subscription

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.

Enquiries and Appeals

Please refer to the *VetSkill Enquiries and Appeals Policy* and associated *Fee Structure*.

Records

In accordance with HMRC and GDPR 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