



Booking and Refunds Policy

Kate's Training CIC

1. Booking Policy

1.1 Payment Terms for Individuals and Organisations

When you or your organisation choose a course, please contact us through our website, by email, phone, WhatsApp, Facebook Messenger or LinkedIn. We will send you an invoice with our bank details. We prefer payment by bank transfer, but other payment methods are available. You can also pay by card or Google Pay through our website. Some payment methods may include a small service charge. We do not currently accept cash. For more information or a payment link, contact support@katestraining.uk, 07362 512257 or 0161 706 2276.

- You may pay up to 12 months in advance.
- A booking is secured when we receive a deposit of 20% of the total price.
- You must pay the full balance at least four weeks before the course. If you book less than four weeks before the course, full payment is due immediately.
- The final payment deadline is the last working day before the course. If we have not received full payment by then, we will cancel your place.
- We will issue a sales receipt within two working days after receiving payment.
- Our services are not subject to VAT.
- Group rates and price matching may be available.

1.2 Online Payments for Scheduled Events

- You must pay for your ticket in full to secure your place.
- Places are limited for each training event.
- After payment, we will email you a booking confirmation. This is your proof of purchase. If you need a separate receipt, email support@katestraining.uk before or after the training.
- Participants must normally be aged 18 or over. Please contact us before booking anyone under 18.
- After booking, we will email you a registration form. You must complete it by the stated deadline. If you do not, you will not be able to attend and we will not issue a refund.
- If you book for someone else, forward the registration form to that person so they can complete it on time.
- Provide a valid email address and check your junk or spam folder. Make sure your inbox has enough space to receive our messages.
- For regulated RQF training, each participant must bring valid photo identification, such as a passport or national identity card. A birth certificate is not accepted.
- Please read all information we send before the course. Some courses require pre-reading or other preparation.
- If you cannot attend, contact us as soon as possible and read section 1.3, Refunds and Cancellations.

1.3 Refunds and Cancellations

We invest time and resources in preparing each course. If you need to cancel, please tell us as soon as possible.

Kate's Training CIC is a community interest company limited by guarantee registered in England and Wales (Registration number 15816406).



- If you cancel 14 or more days before the course, we will provide a full refund.
- If you cancel between 7 and 14 days before the course, we will retain 20% of the full course price and refund the remaining amount.
- If you cancel less than 7 days before the course, or do not attend, no refund will be given.
- Approved refunds will be processed within two working days.

2. Free Community Training Policy

2.1 Booking Free Community Training

Subject to available funding, we provide free regulated and unregulated training for members of the community.

- Follow the booking instructions for each event on our [upcoming events page](#).
- You can also contact us at support@katestraining.uk, 07362 512257 or 0161 706 2276.
- We may advertise events on social media, including Facebook, Instagram and LinkedIn, and through leaflets, community centres, libraries, councils, community spaces and venues.
- You must register before attending. We cannot accept unregistered arrivals because places are limited and each session may have age or other entry requirements.
- You must complete a learner registration form before the training. A parent or guardian must provide consent for a child.
- Please arrive on time. Our trainers prepare each session carefully, and late arrivals may not be allowed to join.

2.2 Cancellations and Non-Attendance

We invest time and resources in preparing free training. If you cannot attend, please tell us as soon as possible so we can offer the place to someone else.

- We understand that illness and unexpected circumstances can prevent attendance. Please contact us as soon as you know that you cannot attend.

2.3 Training for Children

Kate's Training CIC may provide free training for children. Event information will explain the course, age range, location, booking process and any other requirements. Sessions may include unregulated courses such as Mini Medics First Aid or Mini Medics Mental Health.

- Follow the booking instructions for each event. You can also contact us at support@katestraining.uk or 07362 512257.
- Each event has a maximum number of children. The eligible age range will be stated in the event information.
- We aim to make our training inclusive and will consider a range of abilities and needs. Please contact us before booking to discuss any support requirements.
- Read the event information carefully, as details may differ between sessions.
- For safeguarding reasons, a parent or guardian must usually stay with the child throughout the session. This may not be required when the training takes place within another service, such as a nursery or summer school, and that service has enough staff to safeguard the children.
- At sessions for parents and children, the parent or guardian must sign a declaration confirming that they remain responsible for the child during the session.



- If a child cannot attend because of illness or unexpected circumstances, please tell us as soon as possible. If another service is hosting the training, notify that service as well.

3. Policy Review and Governance

We will review this policy every year from the date it is approved or last reviewed. We may review it sooner if legislation, guidance, our services, organisational needs or identified risks change. The Directors of Kate's Training CIC must approve all amendments, and the next review date will be recorded below.

Policy owned and approved by	Board of Directors at Kate's Training CIC
Policy team	K. Gorski, K. Metcalfe, D. Gorski, E. Adelakun
Main contact	Kate Gorski, kate@katestraining.uk , 01617062276, 07362512257
Effective date	1 st September 2026
Next review	1 st September 2027, or as and when required
Applies to	Our Clients, Customers and Learners