



Beckett Sport Education - Customer Cancellation Policy

Applies to all First Aid and NPLQ Courses

Thank you for booking a place on a Beckett Sport training course.

To ensure fairness and clarity for all participants, please review our cancellation and refund policy below.

1. Minimum Numbers Required for Courses to Run

All courses require a minimum number of participants to run.

If minimum numbers are not met, the course may be cancelled.

If a course is cancelled due to low numbers, you will be offered alternative options (see Section 3).

2. Customer Initiated Cancellation

If you need to cancel your place, the following terms apply:

More than 14 days before the course starts

- Full refund OR
- Free transfer to another course date

7 -14 days before the course starts

- Free transfer to another date (one transfer permitted)
- Refunds are not available at this stage

Less than 7 days before the course starts

- No refund or transfer offered

Non-attendance / same-day cancellation

- No refund or transfer offered

Exceptional Circumstances

We understand that unavoidable situations can arise.

Refunds or transfers outside these timeframes may be considered where medical evidence or similar documentation is provided.

How to Request a Cancellation or Transfer

Please email us as soon as possible at beckettsporteducation@leedsbeckett.ac.uk with the following information:



- Your full name
- Course title and date
- Booking reference (if applicable)
- Reason for the request
- If you have any queries or need to call us please call 0113 8123160

3. If Beckett Sport Cancels the Course

We aim to confirm all courses at least 5 working days before the start date.

If Beckett Sport cancels a course (e.g. due to low numbers or instructor illness), you will be offered:

- A full refund (processed within 7–10 working days), OR
- A free transfer to a future course date, OR
- A credit note valid for 12 months

No administrative fees are charged.

4. Transfers to Alternative Course Dates

If you transfer to another course:

- Transfers are free when made more than 7 days before the course
- One free transfer is allowed per booking
- Additional transfers may incur charges
- NPLQ Only: If manuals have been issued, £40 will be deducted from any refund

5. Late Arrivals and Participation Requirements

To ensure course quality and compliance:

- Participants arriving late may not be allowed to join the course
- No refunds are provided for late arrivals or partial attendance
- You must meet all course prerequisites
- You must attend all the course hours/dates

6. Confirmation of Terms

By booking a training course with Beckett Sport, you confirm that you have read and accepted this cancellation policy.