

Synergia Consult Limited*Transformation Consultancy, Programme Delivery & Learning*

Training & Online Academy Terms and Conditions

Status: NON-MANDATED — adopted as best practice*Legal basis: Adopted to set out contractual terms for course bookings; informed by the Consumer Contracts Regulations 2013 where a learner is a consumer*

Effective date: [Effective Date] | Next review: [Next Review Date — recommended annually] | Owner: [Policy Owner / Director]

Scope

These terms apply to bookings for in-person and virtual training, workshops, and enrolment on the Synergia Consult online project management academy.

Booking and payment

A booking is confirmed on receipt of payment or a signed order, in line with the invoice or joining instructions issued. Access to online academy content is granted once payment has cleared.

Cancellation by the learner

- More than 14 days before a scheduled course: full refund less any non-recoverable third-party costs
- Between 7 and 14 days before: 50% refund
- Less than 7 days before, or non-attendance: no refund, though transfer to a future date may be offered at our discretion
- Online academy access: cancellable within 14 days of purchase under the Consumer Contracts Regulations, provided course content has not been substantially accessed

Cancellation or rescheduling by us

Where we cancel or reschedule a course, learners are offered a full refund or a place on an alternative date at no extra cost.

Certification

Certificates or accreditation-body results are issued in line with the requirements of the relevant accrediting body and are conditional on meeting attendance and assessment requirements.

Conduct

Learners are expected to engage respectfully with trainers and fellow participants. We reserve the right to remove a participant whose conduct is disruptive or inappropriate, without refund.

Review

These terms are reviewed annually.

This policy is issued by Synergia Consult Limited (Company No. 17436025), 128 City Road, London, EC1V 2NX, United Kingdom.
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