

Fees Policy

Definition

A Course Fee or Events Fee is generally made up out of registration fee, tuition fee or event organisation and materials fee (contribution to the cost of material provided on the course).

Methods of Payment

- Full payment of Course or Event is due at the time of enrolment, by booking and paying online at: http://www.smileycats.co.uk/booking_online_step1.html
- Once full payment has been received you will receive a notification by email and a confirmation that you have been successfully booked on the course or event.

Early Bird Bookings or Promotion codes

- Discount will be given for Early bird bookings or promotion codes were stated on the Smiley Cats website at: <http://www.smileycats.co.uk/services.htm#12>
- You will be able to choose this option by booking in well in advance or providing promotion code via our booking system at: http://www.smileycats.co.uk/booking_online_step1.html

Refunds

- In the event of a course or event being cancelled by Smiley Cats a full refund will be given.
- If you notify Smiley Cats by email of your cancellation **up to two weeks prior** to the start of the course, we will provide a full refund or offer a transfer of credit for another course/event.
- If you notify Smiley Cats by email of your cancellation **up to one week prior** to the start of the course, we will provide a refund of 50% of the course/event costs or offer a transfer of credit for another course/event.
- Refunds will not normally be made when you notify Smiley Cats by email of your cancellation **less than one week prior** to the start of the course/event.
- Refunds will not normally be made where you have booked a place at a course/event and do not attend.

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