

Exam Entry Terms and Conditions

By ordering an exam, you are confirming your agreement to be bound by these Terms and Conditions.

1. Confirmation of your exam entry

- 1.1 Once we receive your booking we will confirm our acceptance of your exam entry by sending an email confirmation and invoice to the email address you provide. Usually within 2 working days.

2. Payment Terms

- 2.1 Exams must be paid for according to payment terms on the invoice, usually 7 days unless you are booking close to the exam date. We reserve the right to cancel your booking if you do not pay according to the terms on the invoice.
- 2.2 The price payable is as set out on our Website at the time of paying for the exam, as the price may be amended from time to time.
- 2.3 If your employer/tuition provider or any third party acting on your behalf, books or pays for an exam please be aware that you are ultimately responsible for the payment of the fee, irrespective of any agreement that you may have made directly with them.

3. Your Right to Cancel

- 3.1 You will be entitled to cancel the exam entry and receive a full refund only if a period of fourteen (14) calendar days' ("Cancellation Period") has not lapsed from the date of confirmation of your booking. This means that you will only receive a full refund within the Cancellation Period, which is calculated from the first day after the date of your booking confirmation.

- 3.2 All refunds will be made using the same method of payment as you used to pay for the order and will be paid within fourteen (14) calendar days (“Refund Period”) of you informing Vale Financial Training of the cancellation.
- 3.3 Your right to cancel and obtain a refund within the Cancellation Period above will be lost if the date of the exam(s) falls during that period. This means that you will have fewer than fourteen (14) calendar days to cancel the order in circumstances in which you make your order within fourteen days of the exam date.
- 3.4 If Vale Financial Training cancels the exam, our liability shall be limited to a full refund of any exam you have paid for only.
- 3.5 Vale Financial Training reserves the right to cancel or reschedule exams without prior notice and to amend or alter published exams and fees.

4. Deferrals

- 4.1 You must give at least fourteen (14) calendar days-notice if you wish to defer your exam sitting once the Cancellation Period under clause 3.1 expires. If you defer without giving fourteen (14) calendar days-notice you will be charged an admin fee of £20 +VAT.
- 4.2 We allow one deferral only, a second will be treated as a new booking.