

Our Terms & Conditions

- All West Academy prices are subject to change until the customer has made the payment.
- 100% attendance is a must; any late arrivals are not acceptable.
- Please Note: Any sort of unacceptable behaviour at all West venues will lead to exclusion from the course for which we will not offer any refund.
- All bookings are subject to availability of spaces and relevant resources.
- Customers who make the booking via phone, email or through our website are liable for any balance outstanding (if any), in full.
- Candidates must be eligible to attend the Academy course you book with us. Please check that you meet all criteria before reserving a space on any of West courses.
- Reservations made online / telephone are non-refundable; course dates and timing cannot be changed by customers.
- Reservations made online are can be transferred to any individual who is eligible to attend.
- West Academy reserves the right to change the venue of Academy with another suitable venue. We will notify all candidates via email, text or telephone at least 24 hours before the start of the course. Please note we may only ever change the venue location if there is an utmost need for it and there is no other option available to us to accommodate customers at the original location.
- In the unlikely event of cancellation of any courses by West. Damages shall be limited to a full refund of the course fee only.
- All certificates are delivered via royal mail, standard service. Collections can be made by customers with prior notification only.
- Customers will be responsible to pay any awarding body charges for replacement certificates. West accepts no liability for misplaced certificates. The replacement certificate fee is £50. West will only pay for a replacement certificate if the certificate has been posted to the incorrect address by West due to an error from one of our staff members, for which proof is required. We will not be entitled to pay for a replacement certificate under any other circumstance. To ensure that certificates are delivered to the correct address and are not lost during transit we advise learners to arrange a Royal Mail recorded delivery service with us prior to the completion of the course, this service must be paid by the learner.
- For all Identity Validation forms used by our awarding bodies, the candidate is to only sign such validation form if the spelling of their name on such a form is absolutely correct. Please note that failure to do so will result in the candidate being liable for any administration costs charged by the awarding body for correction.
- Resits will be charged at £50 per unit for the SIA qualifications.
- All customers are responsible and must provide West with correct and accurate information (using clear handwriting) in respect to the physical address, requested by the admin, where all certificates will be dispatched.