

1. Initial EPA sittings.

- All bookings of an initial sitting can only be completed following a successful NET gateway check. The gateway check must be submitted at least two weeks prior to the actual sitting date.
- Once the gateway check is submitted the booking is considered provisional pending a positive outcome from the gateway check.
- If the gateway check fails for any reason the two-week period is restarted from the date of re-submission.
- No gateway checks will be submitted by us until payment has been confirmed or a purchase order number has been provided.
- If a training provider completes the gateway check, we will not process and complete the booking until payment has been confirmed or a purchase order number has been provided.
- Once a booking is confirmed any cancellation requires 4 weeks' notice in writing.
- A cancellation is not confirmed unless we have acknowledged the cancellation request.
- Requests to move a sitting date are treated as a cancellation and rebooking.
- We cannot move a booking date forward to an earlier date if it is within the two-week period from a successful gateway check.
- Any cancellation within 4 weeks of the initial sitting date will be charged at the full fee for the type of sitting. (See current fees)

2. Standard Resits. (Resit completed in one day)

- Booking of resits cannot be within 1 week of the candidates receiving their results in line with the NET requirements.
- Results are issued by the NET, and the date results are issued is out of our control.
- Bookings will not be completed until payment has been confirmed or a purchase order number has been provided.
- Training providers must ensure that their candidates do not pay for resits.
- After multiple resits, a booking cannot be made until we have written confirmation that the candidate has received additional training.

- Once a booking is confirmed any cancellation requires 3 weeks' notice in writing.
 - A cancellation is not confirmed unless we have acknowledged the cancellation request.
 - Requests to move a sitting date are treated as a cancellation and rebooking.
 - Any cancellation within 3 weeks of the initial sitting date will be charged at the full fee for the resit.
3. Non-standard resit. (Resit that is scheduled over two or three days)
- As for standard resit except
 - Any cancellation within 4 weeks of the initial sitting date will be charged at the full fee for the resit as they are scheduled as a full sitting.
4. Any deviation from the above policy due to exceptional circumstances will be considered on a case-by-case basis.