



MEDICAL TRAINING
SOLUTIONS

Cancellation and Refund Policy

A Guide for Candidates and Organisations



Introduction

At Medical Training Solutions, we understand that sometimes circumstances change. The following policy sets out your rights and our obligations regarding course cancellations and refunds.

Cancellations Within 4 Weeks of a Course

- Cancellations made within 4 weeks (28 days) of the scheduled course date are non-refundable.
- This is because we have already committed resources, secured faculty, and allocated places that cannot be resold at short notice.

Transfer to Another Course

- In some circumstances, and at our discretion, we may allow you to transfer to another course.
- This is subject to availability and will incur an administration fee of £49 + VAT.
- Transfers cannot be guaranteed and are only possible where there is suitable space.

Cancellations Made More Than 4 Weeks Before a Course

If you cancel more than 4 weeks before the course date, refunds are handled as follows:

- Full Refund – You are entitled to a full refund if you cancel before onboarding has begun (for example, where no registration fees have been paid and no course materials have been dispatched to you).
- Partial Refund – If onboarding has already started, any non-recoverable costs we have incurred will be deducted from your refund. This includes the



cost of any course materials that have been dispatched to you, as these cannot be returned or reused for another candidate. For RCUK/ALSG courses, once a candidate registration has been purchased, it cannot be transferred to another course under RCUK/ALSG rules. This means the registration fee is strictly non-refundable, as we are unable to recover this cost from RCUK/ALSG. For all other courses, unused registrations can be reassigned to another candidate, so these costs will be refunded.

Non-Attendance

If you fail to attend a course without prior written notice, no refund will be issued, and transfers will not be permitted.

Our Right to Cancel or Reschedule

In the rare event that Medical Training Solutions needs to cancel or reschedule a course, you will be offered either:

- A full refund, or
- A transfer to an alternative course at no additional cost.

Monitoring and Review

We will monitor all feedback we receive in relation to the issues affected by these terms and will make amendments as necessary.

We will also make amendments following new regulatory information, legislative changes, and industry updates.

This policy will be reviewed annually.

Print name: Harrison Young

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Position: Managing Director

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Signature: 

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Further Information

At Medical Training Solutions we are dedicated to supporting you on your road to success. If you have any questions, queries, or issues relating to these terms please contact us.

To request a copy of this document in a different language please email info@mtscourses.co.uk

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+44 (0)1603 486448



info@mtscourses.co.uk



www.mtscourses.co.uk