



# Booking Cancellation & Consultancy Policy

**Licensing Professionals**  
***A trading name of Dynamo Training Solutions Ltd***

**Last updated: 25<sup>th</sup> November 2025**

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## 1. Purpose of This Policy

This policy sets out the terms that apply when booking:

- Training courses
- Licensing consultancy services
- Application support services

with Licensing Professionals, operated by Dynamo Training Solutions Ltd (“we”, “us”, “our”).

All clients—individuals, organisations, and businesses—agree to these terms when making a booking.

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## 2. Types of Services

### 2.1 Training Courses

We deliver:

- Public open courses
- In-house courses for organisations
- Online and face-to-face qualifications

### 2.2 Licensing Consultancy Services

**This includes professional support such as:**

- **Personal licence applications**
- **Premises licence applications & variations**
- **TENs (Temporary Event Notice) support**
- **Licensing advice**
- **Representation and document preparation**
- **Application guidance and liaison with authorities**

**Consultancy services may require additional documents and client cooperation.**

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### 3. Confirming a Booking

**A booking is considered confirmed when:**

- Payment has been received, or
- A valid purchase order is supplied (for approved credit clients), or
- A signed agreement/contract is returned (consultancy services)

Once confirmed, these terms apply.

We will issue a written confirmation by email. If this is not received within 2 working days, please contact us.

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### 4. Fees & What They Include

#### 4.1 Training Courses

Fees generally include:

- Tuition
- Digital or printed course materials
- Examination & certification (where applicable)

They do not include travel, accommodation, meals, or extras unless stated.

#### 4.2 Licensing Consultancy

**Consultancy fees normally include:**

- Initial advice and guidance
- Completion of standard application forms
- Review of documents
- Liaison with responsible authorities within normal scope
- Submission of applications where applicable

**They do not include:**

- Local authority fees
- DBS/Disclosure costs
- Newspaper notices
- Specialist plans/drawings
- Additional meetings or extended negotiations
- Travel or accommodation
- Licensing committee representation (unless agreed separately)

Any additional costs will be discussed and agreed in advance.

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## 5. Client Responsibilities

For training or consultancy, clients must:

- Provide accurate information
- Respond promptly to information requests
- Ensure eligibility for the chosen service
- Supply identification or supporting documents as required
- Behave respectfully toward staff and other participants

Failure to provide required information may cause delays or termination of the service without refund.

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## 6. Cancellation & Refunds — Training Courses

All cancellations must be made in writing/email by the person who booked.

### Refunds are issued as follows:

Time Before Course Date	Refund Offered
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Within 24 hours of booking	100% (unless course starts within 24hrs)
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More than 30 days	75%
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14–30 days	50%
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7–14 days	25%
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Less than 7 days	No refund
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### No refunds apply if:

- You fail to attend
- You arrive late and cannot join
- You fail to provide required ID
- You book the wrong course
- You fail the exam or course
- You are removed due to misconduct

Refunds are processed within 31 days once agreed.

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## 7. Cancellation & Refunds — Licensing Consultancy

Once a consultancy booking is confirmed or a contract is agreed:

- **Cancellations within 24 hours of booking: Full refund (minus any fees already paid out).**
- **After 24 hours:**  
**No refund, as work may have already started.**

**We cannot refund:**

- Local authority fees
- DBS/Disclosure fees
- Newspaper notices
- External plan-drawing fees
- Any costs already incurred on your behalf

If the client does not provide the required documents within 6 months, the service is considered cancelled with no refund.

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## 8. Transfers (Training Courses Only)

- Transfer to another learner > 7 days before course: Free
- Transfer within 7 days: £25 + VAT
- No transfers within 24 hours of the course

Transfers must be confirmed in writing.

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## 9. Exam Re-sits

If you fail the exam, you may re-sit (subject to availability).

Re-sit fees apply and must be completed within 3 months.

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## 10. If We Cancel or Change a Service

### Training Courses

We may cancel or change a course due to unforeseen circumstances (tutor illness, low numbers, venue issues).

You may choose:

- A place on the next available course, or
- A full refund

We are not responsible for travel, accommodation, or other indirect costs.

### Consultancy

If we cannot deliver the service for reasons within our control, we will refund the consultancy fee (excluding third-party fees already paid).



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## 11. Payment Terms

### We accept:

- Credit/debit card payments
- Bank transfer (by agreement)
- Purchase orders for approved credit accounts

Invoices for credit clients must be paid within 28 days.

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## 12. Liability

We deliver all services with reasonable skill and care.  
However, we are not liable for:

- Loss of income
- Business interruption
- Travel or accommodation costs
- Decisions made by authorities
- Delays or outcomes caused by inaccurate or missing client information
- Actions taken by learners or clients after receiving training or advice

We do not guarantee the outcome of licensing applications, as final decisions rest with the relevant authority.

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## 13. Contact Us

### For booking queries, cancellations, or consultancy enquiries:

Licensing Professionals

*A trading name of Dynamo Training Solutions Ltd*

Company Number: 13819667

Registered Address: Westhill House 2b Devonshire Road, Accounting Freedom, Bexleyheath,  
England, DA6 8DS

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