

Course booking cancellation

We are limited with the number of people that we can have on a Safe Pass course. By keeping a place for you on a particular course date we turn away other fee-paying customers. We spend a lot of time involved with course administration.

Courses places that are booked cannot be rescheduled or postponed. A Course booking can be cancelled but please be aware there are charges involved with all cancellations. To cancel a course booking, we must be informed via [email](mailto:support@seamusosullivan.ie). The email to use is support@seamusosullivan.ie. The amount of the course fee which will be refunded will depend on the amount of valid notice that we receive. To receive a partial refund, we must receive notice of at least 72 hours (3 days) the more notice we get the more you get back.

Refunds are calculated as follows -

1. Where we receive valid notification of at least 7 days (168 hours) before the course start time, that you wish to cancel the course booking, we will refund 65% of the amount paid.
2. Where we receive valid notification of at least 5 days (120 hours), but less than 7 days (168 hours) before the course start booking that you wish to cancel the course booking, we will refund 50% of the amount paid
3. Where we receive valid notification of at least 72 hours (3 days) but less than 120 hours (5 days) before the course start time, we will refund 25% of the amount paid.

Full refund will be issued to all present where -

1. we are forced to cancel a course because less than 8 show up for the course.
2. we are forced to cancel a course because of technical issues.
3. we are forced to cancel a course of a covid/health related issue, a medical related issue, a safety issue, or other issue beyond our control.

Most refunds are returned via the original payment method. Refunds are normally processed within 30 days of Seamus O'Sullivan Training receiving valid cancellation.

No refunds/credit are issued in the following circumstances-

1. if we get notice with less than 72 hours to start of course. (3 days) of course cancellation.
2. If participant(s) do not show up to the course.
3. If participant(s) arrive late.
4. If participant(s) fails to understand English (written & oral).
5. If participant(s) fails to remain on the course.
6. If participant(s) does not arrive on time with proof of having a valid Irish PPS number.
7. If participant(s) does not arrive on time with valid photo ID.
8. If participant(s) fails, the end of course test or does not attempt the end of course test.
9. If participant(s) fails to fulfil Solas course requirements and/or public health guidelines.
10. No refund will be provided during scenarios where the attendee is rejected, or not allowed entry to attend the course, due to not complying with special instructions/requirements mentioned in confirmation email OR not complying with trainer's instructions.