

Lloyd's Training Centre

Q. I am booked on to a Lloyd's training course, am I able to transfer the booking to a later date?

A. Yes, but we require written confirmation via post or email to Customer Service, before the start of the course. The following charges will also apply:

Notice given (no working days)	Charges (% of course fees)
1-5	100%
6-10	25%
11-20	20% (subject to a maximum of £65)
21+	£30 administration charge per delegate place

Q. If I want to cancel my course will I get a refund?

A. Yes, but we require written confirmation via post or email to Customer Service, before the start of the course. The following charges will also apply:

Notice given (no working days)	Charges (% of course fees)
1-5	100%
6-10	50%
11-20	25% (subject to a £30 minimum charge)
21+	£30 administration charge per delegate place

Q. Why is there not a discount on Lloyd's Training Centre course fees for CII members?

A. Lloyd's has its own training course fee structure.