

Frequently asked questions	Try this....
Can I get a discount for a group booking?	Unfortunately for courses booked though our website the fees are fixed. If you need a bespoke course, get in touch.
Do I need to do any preparation before I attend the course? i.e., equipment or reading material?	Any preparation needed will be emailed to you prior to the training course.
Are the venues used accessible?	Yes, we always strive to meet our delegates needs regarding accessibility or for example those with specific learning requirements. Many of our courses are held online too.
I am not sure my payment went through, what should I do? Can you refund the payment if it went through twice?	You will receive a confirmation email from the payment. If this does not appear and is not caught in your junk email folder, get in touch. Our office is open Monday to Friday 9am -5pm or email us at <a href="mailto:info@ethos.co.im">info@ethos.co.im</a>
When will I receive a certificate?	Your certificate will be issued directly by CPD. Please allow up to 28 working days for this to be received.
How long is the certificate valid for?	Once you have attended the course and received your Certificate it is valid for life and down to you as an individual to update your own professional skills.
Is there a cancellation policy and can I get a refund if I am unable to attend on the day?	<p>If you need to cancel your booking or are unable to attend, you must contact. <a href="mailto:info@ethos.co.im">info@ethos.co.im</a> as soon as possible. A refund may be issued depending on amount of notice given.</p> <p>A full refund will be issued if 12 weeks or more.</p> <p>50% refund will be issued between 6 and 12 weeks.</p> <p>25% refund will be issued between 2 and 6 weeks.</p> <p>Nil refund if less than 2 weeks is notice given.</p>
How long is the course on the day?	The start and finish time will be stated when booking the course.
How do I access the course?	Once you have booked and paid for your course you will receive a confirmation of payment along with an email containing a link to access and join the online course.
Can I record the course to go over again later?	No. Recording of the training is NOT permitted. Course materials are provided on completion. Any questions regard to the training covered please email us at <a href="mailto:info@ethos.co.im">info@ethos.co.im</a>
Who do I contact if I should have additional questions?	Any additional questions can be emailed to us at <a href="mailto:info@ethos.co.im">info@ethos.co.im</a> and one of our team will get back to you as soon as possible.

# Frequently Asked Questions

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Who do I contact if I am unable to attend?	Please contact <a href="mailto:info@ethos.co.im">info@ethos.co.im</a> if you know you will be unable to attend your booked course.
Will we get a comfort break and a lunch if so, how long?	Breaks are provided throughout the training day but please get in touch at <a href="mailto:info@ethos.co.im">info@ethos.co.im</a> if you think you might need more time.
Is there a pass rate? Can I fail the course?	There is no pass rate or fail everyone who attends the course will receive a certificate.
When paying are my card details kept on your records?	NO

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2nd Floor St Georges Chambers, 1 Athol Street, Douglas, Isle of Man, IM1 1LD

Company Number: 129355C

[www.ETHOS.co.im](http://www.ETHOS.co.im) | [info@ETHOS.co.im](mailto:info@ETHOS.co.im)