



NCT courses cancellation and refund policy

We understand things don't always go to plan and you might need to change or cancel your course booking.

If your circumstances change and you need to change or cancel your booking, please contact your course organiser as soon as you can. We will do everything we can to find a suitable alternative or process your cancellation and refund in line with these terms and conditions.

Changing your course booking

If you need to swap to a different course, we only charge a £25 transfer fee to cover our costs.

If the course you are swapping to is longer, or in a different part of the country, there may be additional course fees for you to pay. If the course you are swapping to costs less we will refund you the difference.

If we need to deliver your course online, rather than in-person, to ensure the safety of parents, babies and NCT course leaders, then our usual terms and conditions apply.

If your course has already started, you will need to pay for any sessions already attended. We will confirm any additional charges to you before processing your transfer.

In exceptional circumstances, we may need to change your booking. If we do, we will always do our best to offer you a suitable alternative. If you choose not to accept this, we will offer you a full refund.

Cancelling your booking

You can cancel your booking within 14 days of confirming your place without charge.

If you cancel your booking more than four weeks before the start of the course, we only charge a £30 cancellation fee to cover our costs.

If you cancel your booking between two and four weeks before the start of the course, you will receive a 50% refund if your course fee was more than £60. If your course fee was less than £60, we will charge a £30 cancellation fee, and refund you any remaining balance.

If you cancel your booking less than two weeks before the start of the course, you won't get any refund.

If your baby arrives before or during the course, we will provide you with a pro-rata refund, for any course sessions missed, providing you tell us within six months of the course start date.

If you cancel your booking before or during your course due to your pregnancy not continuing for any reason or serious illness or death of you, your partner or a close relative, we will refund all or part of your course fee, providing you tell us within six months of the course start date.

Depending on the circumstances we may offer an alternative to a refund, such as other courses or one-to-one support.

In exceptional circumstances we may need to cancel your booking. If we do, we will always try to offer you a suitable alternative. If you choose not to accept this, we will offer you a full refund.

Please note: This policy covers NCT course and workshop fees only and does not cover donations for NCT membership.