



Payment Plan Agreement Missed Payment Procedure

Devon and Cornwall Counselling Hub

We offer a range of payment plans to assist our students with payment of the course fees. We offer these plans on good faith and on the understanding that payments are made monthly by standing order. We are unable to accept any other form of payment.

This document sets out what will happen if you do not keep up the payments you have agreed to by selecting one of our payment plans.

- ⇒ If the payment is not made on the scheduled day an administration fee of £75 will automatically be added to your account.
- ⇒ You will be emailed to let you know that the payment has not been received and you will be given 7 days to make a full payment of the missed instalment.
- ⇒ If the missed payment is not received within the 7 day period, you will be notified that you are being withdrawn from the course as per the terms and conditions document you have signed.
- ⇒ In the event that you are withdrawn from the course, the full course fee is still due to be paid and if necessary we will commence court proceedings to recover the balance of your account. This will incur additional costs and will impact on your credit rating.

Naturally we do not wish to take any of the above action, but as a small training provider, we can only continue to offer our courses, if there is sufficient income to do so. When people do not make payments it compromises our ability to honour agreements to all of our students.

If you encounter any financial difficulties we suggest that you let us know at the earliest possible opportunity so that we can avoid the above and if possible find a way forward.