

# **GAS SAFE REGISTER**

## **Refund Policy**

**March 2021**

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**V2.0**



## **Contents**

1 Scope.....	3
2 Requests for refund.....	3
3 Refund due to breavement / serious illness / compassionate reasons.....	3
3.1 Bereavement .....	3
3.2 Serious Illness/compassionate.....	3
4 Cancellation of business registration.....	4
4.1 Within 30 Days of the registration start date.....	4
4.2 After 30 days of the registration start date.....	4
5 Cancellation of additional engineer fees.....	4
5.1 During renewal period.....	4
5.2 In the first 30 day period of the new registration year .....	4
5.3 After 30 calendar days of the registration date.....	4
6 Engineer(s) renewed in error.....	4
6.1 Within 30 days of the registration start date .....	4
6.2 After 30 days of the registration start date.....	5
7 Requests for refund of new applications.....	5
7.1 Within 30 days of the registration start date .....	5
7.2 After 30 days of the registration start date.....	5
8 Requests for refund of registration fees where a change of trading title has been refused .	5
9 Refund payments.....	5
10 Returns address.....	6

## **1 SCOPE**

The aim of this Policy is to provide a fair, consistent, and structured process for reviewing requests for the refund of registration fees and charges by Registered Businesses. Refunds will only be made following a full examination of the facts underlying the request for the refund and approval in accordance with this policy.

The fees for registration and other charges relating to the Registered Business are outlined on the Gas Safe Register website at:

<https://www.gassaferegister.co.uk/help-and-advice/becoming-registered/registration-fees/>

## **2 REQUESTS FOR REFUND**

All requests for refunds must be submitted in writing to [enquiries@gassaferegister.co.uk](mailto:enquiries@gassaferegister.co.uk) using the word Refund in the subject header, or by letter to:

PO Box 6804  
Basingstoke  
RG24 4NB

Requests should clearly explain the reasons and circumstances for seeking reimbursement as set out in the following pages.

## **3 REFUND DUE TO BEREAVEMENT / SERIOUS ILLNESS / COMPASSIONATE REASONS**

### **3.1 BEREAVEMENT**

A written request from the beneficiary or solicitor confirming that the executor of the will is entitled to apply for the refund on behalf of the beneficiary and a copy of the death certificate is required where appropriate. A pro-rata refund can be offered.

### **3.2 SERIOUS ILLNESS/COMPASSIONATE**

A written request from the registered business outlining the reasons why they are applying for a refund is required. Please be aware that if the application relates to a serious illness, additional evidence to support the request may be required.

Where a new application fee has been paid the pro-rata refund will be calculated on the registration fee element only. However, where the registration has been activated for less than 30 days, a full refund less the cost of any ID cards will be applied.

## **4 CANCELLATION OF BUSINESS REGISTRATION**

### **4.1 WITHIN 30 DAYS OF THE REGISTRATION START DATE**

If a business renews in error, or ceases to trade, a pro rata refund of the fee paid, less the cost of any ID cards and fulfilment will be considered.

Reimbursement will be made upon receipt of all ID cards issued and the registration certificate. It is the businesses responsibility to ensure that all issued ID cards and the registration certificate are returned, proof of postage may be required to validate.

ID cards and registration certificates should be returned to the address provided in section 10.

### **4.2 AFTER 30 DAYS OF THE REGISTRATION START DATE**

No refund will be offered.

## **5 CANCELLATION OF ADDITIONAL ENGINEER FEES**

### **5.1 DURING RENEWAL PERIOD**

If a business has renewed an engineer at least 2 weeks before the renewal is due and notifies us before the start of the new registration, a refund can be offered for the full engineer fee paid. Reimbursement will be made upon receipt of the engineer's new ID card. It is the businesses responsibility to ensure that ID cards are returned, proof of postage may be required.

ID cards should be returned to the address provided in section 10.

### **5.2 IN THE FIRST 30 DAY PERIOD OF THE NEW REGISTRATION YEAR**

If an engineer leaves the business during the first 30 calendar days of the new registration year a refund can be given for the engineer fee paid less the cost of any ID card fulfilment.

Reimbursement will be made upon receipt of the engineer's new ID card. It is the businesses responsibility to ensure that ID cards are returned, proof of postage may be required.

ID cards should be returned to the address provided in section 10.

### **5.3 AFTER 30 CALENDAR DAYS OF THE REGISTRATION DATE**

No refund will be offered.

## **6 ENGINEER(S) RENEWED IN ERROR**

### **6.1 WITHIN 30 DAYS OF THE REGISTRATION START DATE**

Where a business has renewed an engineer in error a refund will be considered. Reimbursement will be made upon receipt of the engineer's new ID card. It is the businesses responsibility to ensure that ID cards are returned, proof of postage may be required.

ID cards should be returned to the address provided in section 10.

### **6.2 AFTER 30 DAYS OF THE REGISTRATION START DATE**

No refund will be offered.

## **7 REQUESTS FOR REFUND OF NEW APPLICATIONS**

### **7.1 WITHIN 30 DAYS OF THE REGISTRATION START DATE**

If a business has made a new application and subsequently wishes to cancel the registration, a pro-rata refund of the current business registration fee paid will be offered, less the cost of any ID card- fulfilment will be considered.

The one off application fee will not be refunded.

Reimbursement will be made upon receipt of all ID cards and the registration certificate. It is the businesses responsibility to ensure that ID cards and registration certificate are returned, proof of postage may be required.

ID cards and registration certificates should be returned to the address provided in section 10.

### **7.2 AFTER 30 DAYS OF THE REGISTRATION START DATE**

No refund will be offered.

## **8 REQUESTS FOR REFUND OF REGISTRATION FEES WHERE A CHANGE OF TRADING TITLE HAS BEEN REFUSED**

If a business has applied for a change of trading title but this has been refused and a new application is required, no refund will be offered.

Consideration will be given on a case by case basis if any fees can be transferred to the new application, e.g. where the business has renewed the registration within the last 30 days.

Reimbursement will be made upon receipt of all ID cards and the registration certificate has been returned. It is the businesses responsibility to ensure that ID cards and registration certificate are returned, proof of postage may be required.

ID cards and registration certificates should be returned to the address provided in section 10.

## **9 REFUND PAYMENTS**

Refunds will be made using the same methods of payment as used on the initial transaction unless agreed otherwise. Where payment has been made by cheque any reimbursement will be made via BACS.

All reimbursements made will be on a pro-rata basis, unless otherwise specified.

## **10 RETURNS ADDRESS**

All ID cards and certificates should be returned to the following address:

P O Box 6804  
Basingstoke  
Hampshire  
RG24 1NB

The Contact Centre will notify Finance when any cards and certificates have been received back and add a note to the relevant registration.