

1st April 2009

NATIONAL DIRECTORY OF TOWING COURSES REFUND POLICY

National Directory of Towing Courses is owned and operated by Rooke Enterprises Ltd.

Your contract with Rooke Enterprises Ltd. is for a minimum period of 12 months. If it is not terminated for any reason then it automatically renews for further 12 month periods on each anniversary of you having agreed to its terms (i.e. the date you made your application).

The charges we make for our services are an annual fee relating to specific products such as Directory Advertising and ongoing administrative fees.

If you have applied for an advertising option and paid Fees in advance, and then changed your mind and informed us within 5 days, we will return the fees paid, less an administration charge of 25%.

If you decide to cancel after your advert has been set live or later than 5 days after your application (whether your advert has been set live or not) then we will not be able to return any fees paid.

If you wish to terminate your contract you should give us written notice at least 5 days before the annual renewal date of your contract with us. If you fail to send us this notice of termination within 5 days of the date your contract is automatically renewed then you shall become liable for the next annual fee in full.