



PAYMENT FLOW, DELIVERY AND PRIVACY POLICY

Thank you for shopping with ECG.

When you purchase an ECG course, we are committed to providing the best quality customer service to all our clients and prospective clients. We aim to deliver a clear and consistent experience, to help you meet your training needs. This policy outlines our standards regarding your payment, booking and our communication with you, for both ECG open and online courses. It also outlines our privacy policy with regards to your payment.

Open courses

To book a place on an open course, full payment must be received by us before the date of the course. An email will be sent to you within two working days, confirming your booking details. Joining instructions will follow two weeks before the date of the course, confirming further details.

Online courses

Once you have completed your purchase, an email will be sent automatically to your email inbox, confirming your payment and order details, together with a link to the online course that you have just bought. When you click on this link, you will be taken to the registration screen for that course, which consists of a short form to complete. On completing this registration form, you will be sent an email confirming your login details (i.e. username/email address and password). The link in this email will take you through to the login page of your chosen course, where you should enter this username/email and password.

Note: If you do not see the email in your inbox, please check your 'junk/spam' folder.

Privacy policy

We do not store credit card details nor do we share personal or financial details with any 3rd parties.

Contact us

If you have any questions, please contact us.

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