



## Refund Policy and Money Back Guarantee

**Cubitt Education**

[www.cubitteducation.com](http://www.cubitteducation.com)

**Effective Date:** 22 January 2026

**Last Updated:** 22 January 2026

### 1. Introduction

At Cubitt Education, we are committed to delivering high-quality, accredited training and professional development that creates measurable, lasting change. We stand behind our programmes and services, and this Refund Policy and Money Back Guarantee outlines your rights and our commitments to you.

This policy applies to all courses, programmes, workshops, and services purchased through our website, over the phone, or via any other booking method.

### 2. Your Statutory Rights

Nothing in this policy affects your statutory rights under the Consumer Rights Act 2015 or the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

For services purchased online or at a distance, you have a statutory right to cancel within **14 days** of entering into the contract (the "cooling-off period"), provided the service has not been fully performed with your prior express consent.

### 3. Cancellation and Refund Entitlements

#### 3.1 CPD and Corporate Training Workshops

Cancellation Timeframe	Refund Entitlement
More than 14 days before the scheduled date	Full Refund
7-14 days before the scheduled date	50% refund or transfer to another date
Less than 7 days before the scheduled date	No refund; transfer to another date at our discretion
Non-attendance without prior notice	No refund

For bespoke corporate training bookings, please refer to your individual contract terms.

#### 3.2 Accredited Leadership and Management Programmes (Levels 3–6)

Cancellation Timeframe	Refund Entitlement
Within 14 days of enrolment and before accessing course materials	Full refund less any awarding body registration fees already incurred
Within 14 days of enrolment but after accessing course materials	Pro-rata refund less awarding body registration fees and a £75 administration fee
After 14 days but before 25% of the programme is completed	50% refund less awarding body registration fees
After 25% of the programme is completed	No refund

**Please Note:** Registration fees paid to awarding bodies such as TQUK and the CPD Standards Office are non-refundable once your registration has been processed, as these are third-party costs outside our control.

#### 3.3 Short Commercial Courses and Online Learning

Cancellation Timeframe	Refund Entitlement
Within 14 days of purchase and before accessing any content	Full refund
Within 14 days of purchase but after accessing content	50% refund
After 14 days of purchase	No refund

### 3.4 Educational Talks for Schools, Colleges, and Universities

Cancellation Timeframe	Refund Entitlement
More than 21 days before the scheduled date	Full refund
7–21 days before the scheduled date	50% refund or rescheduling at no additional cost
Less than 7 days before the scheduled date	No refund; rescheduling subject to availability and a £50 administration fee

## 4. Our Money Back Guarantee

We are confident in the quality and impact of our training. If you complete one of our accredited programmes in full, engage with all required coursework and assessments, and genuinely feel that the programme did not deliver the outcomes described, we invite you to contact us.

### Guarantee Conditions:

1. You must have completed **100%** of the programme content and submitted all required assignments.
2. You must have attended (or viewed recordings of) all scheduled tutor sessions.
3. You must notify us in writing within **14 days** of your final assessment submission.
4. You must provide specific, constructive feedback detailing how the programme failed to meet your expectations.

Upon review, and at our sole discretion, we may offer:

- A full or partial refund of tuition fees (excluding awarding body registration fees);
- Complimentary access to an alternative programme; or
- Additional one-to-one support sessions.

This guarantee does not apply to:

- Non-completion of the programme;
- Failure to achieve a qualification due to insufficient effort or non-submission of assessments;
- Circumstances outside our reasonable control; or
- Bespoke corporate training where separate contractual terms apply.

## 5. Non-Refundable Items

The following are **non-refundable** under any circumstances:

- Awarding body registration and certification fees (TQUK, CPD Standards Office);
- Administration fees where specified;
- Costs incurred for printed materials already dispatched;
- Services already fully performed with your express consent; and
- Gift vouchers or promotional credits (these may be transferable; please contact us).

## 6. How to Request a Refund

To request a refund or cancellation, please contact us using one of the following methods:

**Email:** [dpo@cubitteducation.com](mailto:dpo@cubitteducation.com)

**Website:** [www.cubitteducation.com](http://www.cubitteducation.com)

**Post:** Cubitt Education, [Insert Registered Address]

Please include:

- Your full name;
- The course or service purchased;
- Date of purchase;
- Reason for your refund request; and
- Your preferred refund method.

We aim to acknowledge all refund requests within **2 working days** and process approved refunds within **14 working days** of approval.

## 7. Refund Method

Refunds will be issued using the same payment method used for the original purchase:

- **Card payments:** Refunded to the original card (please allow 5–10 working days for your bank to process).
- **PayPal:** Refunded to your PayPal account.
- **Bank transfer:** Refunded to the account from which payment was made.

- **Invoice payments:** Refunded via bank transfer to the account specified by you.

## **8. Cancellations by Cubitt Education**

In the unlikely event that we need to cancel a course, workshop, or talk, we will:

1. Notify you as soon as reasonably practicable;
2. Offer you a full refund; or
3. Offer you a transfer to an alternative date or programme of equal value.

We shall not be liable for any consequential losses arising from cancellation, including but not limited to travel or accommodation costs, except where required by law.

## **9. Changes to This Policy**

We reserve the right to update this Refund Policy and Money Back Guarantee from time to time. Any changes will be posted on our website with an updated effective date. The policy in effect at the time of your purchase will apply to that transaction.

## **10. Contact Us**

If you have any questions about this policy or wish to discuss a refund request, please contact us:

**Cubitt Education**

**Email:** [dpo@cubitteducation.com](mailto:dpo@cubitteducation.com)

**Website:** [www.cubitteducation.com](http://www.cubitteducation.com)

We are committed to resolving any concerns fairly and promptly.

*This policy is governed by the laws of England and Wales. Any disputes arising from this policy shall be subject to the exclusive jurisdiction of the courts of England and Wales.*