



Title	Refund and cancellation Policy
Owner	Managing Director
Review interval	Every 2 years
Date of last review	1/2/22

Updates Every review will not necessarily yield any changes if none are needed. There will only be comments below if a change was made		
Date	Version no.	Comments
19/7/20	1	

*For courses running from June 2018 onwards

This policy shall apply to all courses funded by private individuals or organisations (Courses that do not attract ESFA funding via Grey Seal Academy).

- You may cancel a Course Booking at any time. After the 14-day cancellation period has expired, the standard course cancellation policy (as specified below) shall apply.
- If you are acting as a consumer, and you cancel the course booking within 14 calendar days of receiving your order confirmation without giving any reason, you are entitled to a full refund of the price paid. If you are not acting as a consumer, the standard refund and cancellation policy provisions shall apply.
- Cancellations and refunds in circumstances outside those described above, and/or following the expiry of the 14-day cancellation period, are subject to the terms and conditions set out in this Information and Refund policy. For the avoidance of doubt, the cancellation period will expire 14 days after the date of the Order Confirmation.

To cancel a Course Booking

- You must inform us by calling on 01773 829121, or let us know of your decision to cancel the Contract by emailing enquiries@greysealacademy.co.uk or in writing to the following postal address: Unit 3, The Heritage Business Centre, Derby Road, Belper, DE56 1SW. To meet the cancellation deadline, it is sufficient for you to send your communication concerning exercising the right to cancel before the cancellation period has expired.
- We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of this reimbursement.
- If you requested to begin performance of the Contract during the cancellation period (i.e. if the course commences during the 14-day cancellation period) or if you access the course materials via our online course spaces (i.e. via our virtual learning environment), you shall pay us an amount that is in proportion to what has been performed up until you have communicated to us your cancellation from this Contract, in comparison to full coverage of the Contract.

Express request to start the Services within the cancellation period

If you wish to start our services during the cancellation period, you must make an express request to do so in writing, e.g. email. If you subsequently decide to cancel the Contract, you will be liable to pay us an amount that is in proportion to the Services performed until you have communicated your decision to cancel, in comparison to full coverage of the Contract.

You will not have the right to cancel a Contract where the Services have been fully performed.