

Refund & Returns Policy – Courses Purchased via Reed

Policy Reference: REED_REFUND_POLICY_v1.0

Effective Date: 09/01/2026

Applies To: Courses purchased exclusively via the Reed.co.uk platform

This policy applies solely to courses purchased through the Reed platform and operates independently from Takeoff Aviation Academy's direct sales and self-funded training refund policies.

1. 14-Day Cooling-Off Period

1.1 Learners who purchase a course via Reed are entitled to a full refund within 14 calendar days of the date of purchase.

1.2 No administrative, processing, or handling fees shall be deducted from refunds requested within this 14-day period.

1.3 Refunds will be processed using the original payment method in accordance with Reed's refund procedures.

2. Fair Usage & Course Access

2.1 The 14-day refund entitlement is subject to fair usage.

2.2 Where there is evidence that a learner has:

- completed a substantial portion of the course,
- fully completed the course,
- downloaded or extensively accessed course materials, or
- otherwise attempted to benefit from the training prior to requesting a refund,

Takeoff Aviation Academy reserves the right to notify Reed, and the refund entitlement may be deemed invalid.

3. Post-14-Day Refunds

3.1 Refund requests submitted after the initial 14-day period are not eligible for a refund, except where required by law or expressly authorised by Reed.

4. Relationship to Other Policies

4.1 This Reed-specific refund policy applies only to purchases made via the Reed platform.

4.2 Courses purchased directly from Takeoff Aviation Academy (including self-funded, corporate, face-to-face, or bespoke training) are governed by separate refund and fee policies.

5. Contact

Refund requests must be submitted to info@toaa.aero