
Money Back Guarantee and Cancellation Policy

At Tracey Field Consulting Ltd, we are committed to delivering high-quality, practical training that meets the needs of our learners. If a course does not meet expectations, we offer a fair and transparent refund and cancellation process.

This policy sets out the refund and cancellation terms for all training courses delivered by Tracey Field Consulting Ltd.

Refunds – Self-Paced and Live Online Courses

You may request a full or partial refund if:

- The course content does not align with the advertised description or learning outcomes
- The content lacks the expected depth, clarity, or relevance
- There are technical issues preventing meaningful participation
- You feel the course did not deliver suitable value for time or cost

Requests must be made:

- Within 14 days of purchase for self-paced online courses
- Within 3 days of the session date for live online training

We may also offer the option to transfer to a future session instead of a refund.

Face-to-Face Training – Cancellation Policy

Due to the planning and travel involved in delivering in-person training, the following cancellation terms apply:

- Cancellations made 7 or more calendar days before the training date: Full refund or transfer
- Cancellations made between 3–6 calendar days before the training date: 50% refund
- Cancellations made less than 3 calendar days before the training date or no-shows: No refund

These terms reflect the logistical costs, venue commitments, and the potential loss of other bookings once a session is confirmed.



How to Request a Refund or Cancel a Booking

Please email tracey@traceyfieldconsulting.com with your:

- Name
- Course title
- Date of purchase or session
- Brief explanation of your request

All requests will be reviewed, and we aim to respond within 5 working days.

We aim to be clear, reasonable, and fair, and we appreciate the same from our learners.

Signed:

T. Field

Tracey Field

Director
Tracey Field Consulting Ltd