

Refund & Cancellation Policy

1. Face-to Face Courses

1.1 Student Cancellations:

- **More than 14 days before course starts:** Eligible for a full refund, minus 20% administration fee.
- **7 – 13 days before course starts:** Eligible for 50% refund.
- **Less than 7 days before course starts:** No refund will be issued.
- **After course commencement:** No refunds will be provided, regardless of attendance or completion status.

1.2 Palmstone Cancellations:

- In the event Palmstone cancels a course, students will be offered a full refund or option to transfer to another course date.

2. Online Courses & Digital Products

2.1 Refunds:

- Due to the digital nature of online courses and downloadable materials, refunds are not available once access has been granted.

2.2 Technical Issues:

- If you encounter technical problems or errors with course content, please contact us within 7 days of purchase. We will work to resolve the issue or offer a replacement course.

3. Exceptional Circumstances

- We understand unforeseen circumstances may arise. If you believe you have a valid reason for requesting a refund outside of the policy outlined above, please contact us directly. Each request will be reviewed on a case-by-case basis.

4. How to request a refund

- To request a refund or discuss any issues with your purchase, please contact our customer service team at:

info@palmstonetrainingacademy.co.uk

or

Call us on 02033022252

Please include your order number and details of the course or product in question. We aim to respond to all refund requests within 5 working from the date it is received.