

Cantab Academy: Terms and Conditions / Refund Policy

Enrolment on a Cantab Academy course is a binding agreement, formed when we confirm your place in writing. This policy covers all tuition and non-tuition fees, in line with Competition and Markets Authority (CMA) consumer protection guidance. Full, programme-specific dates, fees and any course-specific variations are set out in your enrolment confirmation, which takes precedence over this summary where they differ.

14-day cooling-off period

You may cancel within 14 calendar days of your enrolment confirmation without giving a reason, for a full refund. Notice must be received in writing within this window. If your course starts during this period and has already begun, no refund is given for it — enrolling and attending indicates you no longer wish to exercise the cancellation right.

Cancelling after the cooling-off period

- More than 42 days before the course start date: refund of tuition fees paid, minus the administration fee.
- 28-42 days before the course start date: up to 50% of tuition fees paid, minus the administration fee.
- 14–28 days before the course start date: up to 25% of tuition fees paid, minus the administration fee.
- Less than 14 days before the start date, or after the course has started: no refund, except where visa refusal or exceptional circumstances (below) applies.

Administration fee: varies according to courses, non-refundable.

Visa refusal

A refund (tuition fees minus non-tuition costs and the administration fee) is given where a UK short-term study visa is refused through no fault of the applicant. No refund is given where refusal results from:

- insufficient personal funds, or non-submission of required documents;
- incorrect, inaccurate or fraudulent information, or a previous refusal or ban affecting the application;
- failure to apply for the visa, or to notify the Academy of the outcome, within the timeframe stated in your enrolment confirmation.

Refund requests must be submitted in writing with a copy of the official refusal letter within the deadline stated in your enrolment confirmation. No refund is made once a chargeback or payment dispute has been raised with a bank or payment provider — this is treated as a final decision to withdraw.

Deferral

If you cannot start on the planned date, you may apply in writing, with supporting evidence, to defer to a later course. Deferral is at the Academy's discretion and the administration fee applies.

Exceptional circumstances

Where illness, bereavement or other serious circumstances beyond your control prevent you

attending, we will consider a refund or deferral outside the standard schedule, on request and with supporting evidence.

If we cancel or change a course

If we're unable to deliver a course as advertised, or make a material change after you've enrolled, you may choose a full refund or, where possible, a transfer to an alternative date.

Non-tuition costs

Where deducted from a refund, non-tuition costs may include administration, course materials, accommodation or booking fees, and any travel, insurance or visa-related costs already incurred on your behalf.

Requesting a refund

Refund requests must be made in writing, signed, and accompanied by supporting evidence, to Programme Director at info@cantabacademy.net

It is your responsibility to ensure notice is received; the Academy is not responsible for notices lost in transit. Approved refunds are paid within 28 calendar days of the request being received.

Complaints and governing law

If you're unhappy with a decision made under this policy, our Complaints Policy explains how to raise this with us, and how to escalate to the British Accreditation Council (BAC) if unresolved. These terms are governed by the law of England and Wales.

Review

This policy is reviewed at least annually and whenever there is a significant change.

Date: Aug 2026

Review Date: Aug 2027