

REFUND POLICY

1. CANCELLATION

If the USER cancels the course booking within 14 calendar days of receiving the order confirmation and before the start of the course without giving any reason, they will be entitled to a refund.

- 1.1 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 Cancellation and Refund policy. For the avoidance of doubt, the cancellation period will expire 14 days after the date of the Order Confirmation.

2. REIMBURSEMENT

We will make the reimbursement using the same means of payment as you used for the initial transaction.

3. NON-REFUNDABLE

If you start to use our services during the cancellation period (i.e. if the course commences during the 14-day cancellation period) and/or if you access the course materials via our online course spaces (i.e. via our virtual learning environment), no refund will be payable.

4. IPS CANCELLATION

Whilst every effort is made to avoid changes to our program IPS reserves the right to withdraw or cancel any course. If for any reason we cancel a course, all course fees will be returned in full.