

# Fully Spoken

## Refund and Cancellation Policy

*Last updated: [insert date]*

This Refund and Cancellation Policy applies to all services provided by **Fully Spoken Ltd** ("Fully Spoken", "we", "us", "our"), including services purchased by individual consumers and organisational clients.

This policy should be read alongside our Website Terms and Conditions, Client / Service Terms and Conditions, and any written service agreement issued for specific services.

### 1. Scope of This Policy

This policy applies to:

- One-to-one language coaching sessions
- Group sessions and cohort-based programmes
- Session packages
- Services delivered online or in person
- Events, workshops, seminars, and training sessions delivered online or in person

It applies to both:

- **Individual consumers (B2C)**, and
- **Organisations, institutions, and businesses (B2B)**

### 2. Cancellations by Individual Consumers

#### 2.1 Session-Based Services (One-to-One or Group)

Where an individual consumer cancels a scheduled session:

- **48 hours or more before the scheduled session:** → Full refund or session credit
- **Between 24 and 48 hours before the scheduled session:** → 75% refund
- **Less than 24 hours before the scheduled session, or failure to attend (no-show):** → No refund

These timeframes apply regardless of the reason for cancellation.

#### 2.2 Rescheduling

We strongly encourage rescheduling to avoid cancellations. Please notify us as early as possible to arrange an alternative session time. Rescheduling requests are subject to availability.

#### 2.3 Unforeseen Emergencies

We understand that unexpected situations can occur. Please contact us promptly to discuss your circumstances. Refunds or rescheduling may be considered on a case-by-case basis.

### **3. Cancellations by Organisational Clients (B2B)**

For organisational or commissioned services:

- **48 hours or more before the scheduled session:** → Full refund or credit (unless otherwise agreed in writing)
- **Between 24 and 48 hours before the scheduled session:** → 75% refund
- **Less than 24 hours' notice or no-show:** → No refund

Alternative arrangements may be agreed in writing for larger programmes or long-term contracts. "Scheduled" is defined as a confirmed session date and time agreed by both parties in writing (e.g., via email or booking confirmation).

### **4. Packages and Block Bookings**

Where services are purchased as a package or block of sessions:

- Refunds for unused sessions will be calculated on a pro-rata basis
- Minus a £25 administrative fee to cover processing and scheduling costs
- Completed or partially delivered sessions are non-refundable
- Refunds are only available for sessions that have not been scheduled or delivered
- All package sessions must be used within three (3) months of the original purchase date unless otherwise agreed in writing
- Refund requests must be submitted in writing to [support@fullyspoken.com](mailto:support@fullyspoken.com)

The administrative fee reflects the reasonable costs associated with processing refunds, managing bookings, coordinating tutors or facilitators, and handling associated operational and payment processing requirements.

### **5. Cohort and Programme-Based Services**

For cohort-based or multi-session programmes:

- Once a programme has commenced, fees are non-refundable, except where required by law
- Missed sessions by the learner or participant are not refundable
- Fully Spoken is not responsible for attendance levels within group programmes

Where a programme is cancelled by Fully Spoken prior to commencement, a full refund will be issued.

### **6. Events and Workshops**

For events, workshops, seminars, or training sessions (whether delivered online or in person):

- Bookings are non-refundable once confirmed, unless otherwise stated in writing

- Where an event or workshop includes multiple sessions, partial attendance does not entitle the participant to a refund
- Substitutions may be permitted at our discretion, subject to suitability and notice
- Where an event or workshop is cancelled by Fully Spoken, a full refund will be issued or an alternative date offered

Any specific cancellation terms for events or workshops will be clearly stated at the point of booking and will take precedence where expressly agreed.

## **7. No-Shows**

A "no-show" occurs where a learner or participant fails to attend a scheduled session without prior notice.

- No-shows are non-refundable
- No replacement sessions will be provided

## **8. Cancellations by Fully Spoken**

If Fully Spoken cancels a session or programme due to tutor unavailability, illness, or operational reasons, we will offer one of the following:

- A rescheduled session, or
- A replacement tutor, or
- A full refund for the affected session(s)

## **9. Service Quality Guarantee**

If a session does not meet agreed service standards or there is a substantiated complaint about a coach, we will offer to assign an alternative coach to continue your sessions.

If no suitable replacement is available, a full refund will be issued for the affected session(s).

## **10. Technical Issues and Online Delivery**

For online services:

- Refunds will not be issued for technical issues caused by the learner's own equipment, internet connection, or software
- Where technical issues are attributable to Fully Spoken or the delivery platform, we will offer a reschedule or refund at our discretion

If a session is significantly disrupted or cannot be completed due to technical issues with the approved third-party video platform (not caused by the client's device or internet connection), we will either offer to reschedule the session or provide a full refund for that session.

## **11. Consumer Statutory Rights (UK)**

Nothing in this policy affects your statutory rights under the Consumer Rights Act 2015.

If services are not delivered with reasonable care and skill, or are not provided as described, you may be entitled to a remedy under UK consumer law.

## **12. Duplicate or Incorrect Payments**

Any duplicate or mistaken payments will be refunded in full upon notification and verification.

## **13. Refund Request Process**

- Refund requests must be submitted in writing to [support@fullyspoken.com](mailto:support@fullyspoken.com)
- Refund requests should be submitted within 48 hours of the affected session or cancellation unless otherwise agreed in writing
- Approved refunds will be processed using the original payment method
- Refunds may take up to 10 business days to appear, depending on the payment provider

## **14. Disputes and Escalations**

If you are dissatisfied with a refund decision, you may escalate the matter to our senior support team for further review by emailing [support@fullyspoken.com](mailto:support@fullyspoken.com).

## **15. General Terms**

- All timings refer to UK local time
- This policy applies to all services purchased directly from Fully Spoken
- Fully Spoken reserves the right to update this policy from time to time. The version published on our website at the time of purchase will apply
- If you require this policy in an alternative or accessible format, please let us know and we will be happy to assist

**For all refund enquiries, rescheduling, or support, please contact:**

[support@fullyspoken.com](mailto:support@fullyspoken.com)