

THE ADHD TRAINER LIMITED

REFUND & CANCELLATION POLICY



Professional Training & Education | The ADHD Trainer Limited | www.adhdtrainer.co.uk

Thank you for trusting The ADHD Trainer.

At The ADHD Trainer, we aim to deliver high-quality educational workshops and training resources. We understand that plans can change, and we want to ensure complete clarity regarding our refund and cancellation terms.

Effective Date: September 2026 | **Version:** 2.1 | **Scope:** Courses, Workshops & Digital Resources

1. Purpose & Scope

This Refund & Cancellation Policy outlines the terms governing cancellations, transfers, and refunds for courses, workshops, training sessions, examinations, and digital resources provided by **The ADHD Trainer Limited** (www.adhdtrainer.co.uk).

Our framework is benchmarked against recognized UK professional medical education standards, ensuring a fair, transparent, and consistent standard for all delegates and corporate clients.

2. Training Courses, Conferences & Workshops

This section applies to all scheduled live events, live webinars, clinical training sessions, and professional ADHD workshops.

2.1 Cancellation Timeframes & Refund Tiers

All cancellation requests must be submitted in writing via email to info@adhdtrainer.co.uk. Refund eligibility is structured based on notice given prior to the scheduled start date:

Notice Period Prior to Event	Refund / Fee Standard
More than 28 calendar days	80% refund issued (20% administrative fee retained)
Between 14 and 28 calendar days	50% refund issued
Less than 14 calendar days	No refund permitted

2.2 Delegate Substitutions

If a registered participant cannot attend, candidate substitutions are welcomed at any time prior to the start of the event at **no extra cost**, provided that written notification and full replacement attendee details are sent to **info@adhdtrainer.co.uk**.

2.3 Rescheduling & Date Changes

Requests by delegates to transfer a booking to an alternative course date or session are subject to availability and will incur a standard 20% administration fee.

2.4 Cancellation or Rescheduling by The ADHD Trainer Limited

In the rare event that The ADHD Trainer Limited cancels or postpones an event, delegates will be offered the choice of:

- **Full Refund:** A 100% full refund of the course fee paid.
- **Course Transfer:** A free transfer to an equivalent rescheduled session or alternative training module.

Please note: The ADHD Trainer Limited is not liable for indirect costs, expenses, or losses incurred, including (but not limited to) travel, accommodation, or lost working hours.

3. Data Protection & Privacy

Any personal data collected during the booking, cancellation, rescheduling, or refund process is handled strictly in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. For full details on how we collect, store, process, and protect your information, please review our **Privacy Policy** (available at www.adhdtrainer.co.uk/privacy-policy).

4. Disputes & Complaints

If you are dissatisfied with the outcome of a refund request or the administration of a cancellation or transfer, you may formally raise the issue under our standard quality assurance procedures. Please refer to our **Complaints Policy** (available at www.adhdtrainer.co.uk/complaints-policy) for detailed guidance on how to submit a formal complaint and the expected timescales for resolution.

5. Contact & Claims

To request a refund, submit a cancellation notice, or make enquiries regarding booking amendments, please contact our administrative team:

Disclaimer

This training course and its associated materials are designed specifically for UK-based practice and are tailored to UK regulatory and clinical frameworks, including the NHS, NICE guidelines. International participants joining this course are responsible for ensuring compliance with their local jurisdiction's licensing, copyright, regulatory bodies, and clinical practice regulations.

The ADHD Trainer

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