

# Refund & Cancellation Policy

---

Last Updated: August 2025



Version	Date	Approved By	Notes
1.0	August 2025	David Church	Launch version

---

**Braythorpe**

# About Braythorpe

---

Braythorpe Ltd is a UK-based leadership development company, founded by David Church and proud to be an LGBTQ+ owned business. We believe in practical, research-led leadership growth that's accessible to all.

Our mission is to provide leaders in education, health, non-profit, and public sectors with the tools, confidence, and support they need to lead with integrity, equity and real-world impact.

Everything we do is guided by our values:

- Integrity – we are honest, transparent, and fair.
- Equity – we challenge inequity and remove barriers to leadership.
- Inclusion – we create spaces where everyone can contribute and belong.
- Practicality – we focus on tools that work in the real world, not just theory.

We are committed to ethical business practices, continuous improvement, and building a leadership community that works for everyone.

For more information, visit [braythorpe.co.uk](https://braythorpe.co.uk) or email [admin@braythorpe.co.uk](mailto:admin@braythorpe.co.uk).

# Refund & Cancellation Policy

---

## 1. Introduction

This Refund & Cancellation Policy explains the circumstances under which you can cancel or request a refund for services purchased from Braythorpe Ltd. It complies with UK consumer rights law, including the Consumer Contracts Regulations 2013.

## 2. Scope

This policy applies to:

- Membership subscriptions
- Digital toolkits and resources
- Coaching sessions
- Events and training delivered by Braythorpe Ltd

## 3. Digital Products & Memberships

3.1 For digital products (including memberships, toolkits, and downloads), your access starts immediately after purchase.

3.2 By purchasing, you acknowledge that you lose your right to a statutory 14-day “cooling-off” period once you access the digital content.

3.3 Refunds are not provided for digital products unless they are defective or not as described.

## 4. Coaching & Live Services

4.1 You may cancel a booked coaching session up to 48 hours before the scheduled time for a full refund or reschedule.

4.2 Cancellations with less than 48 hours’ notice will not be refunded.

4.3 If we cancel a session, you will receive a full refund or alternative date.

## 5. Events & Training

5.1 Event and training cancellations are eligible for a full refund up to 14 days before the event.

5.2 Cancellations after this date are non-refundable, except in exceptional circumstances at our discretion.

5.3 If Braythorpe Ltd cancels an event, a full refund will be provided.

## 6. How to Request a Refund

Email [admin@braythorpe.co.uk](mailto:admin@braythorpe.co.uk) with:

- Your name and contact details
- Order or booking reference
- Reason for cancellation/refund request

## 7. Processing Refunds

7.1 Refunds are issued via the original payment method.

7.2 We aim to process refunds within 10 working days of approval.

## 8. Contact

For questions about this policy, email [admin@braythorpe.co.uk](mailto:admin@braythorpe.co.uk).

**Signed:**



David Church  
Director, Braythorpe Ltd

# Braythorpe

---

Braythorpe Ltd  
Suite 2444, Unit 3A  
34–35 Hatton Garden  
Holborn, London  
EC1N 8DX  
United Kingdom

Company Registration No: 14431862  
Email: [admin@braythorpe.co.uk](mailto:admin@braythorpe.co.uk)  
Website: [www.braythorpe.co.uk](http://www.braythorpe.co.uk)