



## **Refunds & Cancellations Policy**

Last updated: 3 September 2025

# Refunds & Cancellations Policy

## 1. Purpose

Outline parent rights for refunds and cancellations.

## 2. Cooling-Off Period

Full refund if cancelled within 14 days of booking.

## 3. Before Lessons Begin

Full refund if cancelled 7+ days before start.

## 4. After Lessons Begin

Pro-rata refund for unused lessons; no refund for partial lessons.

## 5. Exceptional Cases

Medical/safeguarding circumstances considered individually.

## FAQs

Q: Do I get a refund if I cancel?

A: Yes, within 14 days or before lessons start for 100% refund.

Q: What if lessons already started?

A: Unused lessons refunded pro-rata.

Q: How long to process?

A: Refunds processed within 10 working days.

ON22 Academy is an online learning provider. We are not registered as an independent school with the UK Department for Education, but we follow safeguarding and wellbeing practices aligned with UK school standards.