



Cancellation & Refund Policy

Reign Capital Limited (“**Reign Capital**”) or (“**RC**”), (“**WE**”) and our Partners reserve the right to cancel Training & Development and PD & Mentoring services or limit the number of participants depending on demand. In such cases, 70% of the booking fee will be refunded. Payments and refunds are made in the base currency of the training program. Although we and our partners reserve the right to cancel any of our services or limit the number of participants, we will strive to maintain the planned course schedule.

Cancellation of Service:

Under the new e-commerce regulations (Directive 2011/83/EU) which came into force for distance selling contracts, EU Consumer Rights Directive, implemented in the UK by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, strengthens consumer rights. As a result, participants have a **100% refund** money-back guarantee statutory period of **five (5) business working days to cancel an online registration** from the date of registration with any of our Training & Development and/or PD & Mentoring services without giving any reason.

Refund of Service:

The refund will be made no later than fourteen (14) business working days from the day on which the notice of the withdrawal was sent to Reign Capital. For this refund, we will use the same payment method that the participant used for the original transaction unless another payment method has been expressly agreed upon in writing previously by the participant. A penalty will be deducted from the advanced fee if the service has already started. Please contact us at info@reigncapital.co.uk for more information.

Right of Withdrawal:

Participants have the right to withdraw from any Training & Development and/or PD & Mentoring service contracts five (5) business working days without giving any reason **after** the registration date. The five (5) business working days cancellation period begins the day after the statutory period from registration and with **0% refund** or money-back guarantees.

Cancellation in case of Force Majeure:

Reign Capital and/or participants may cancel or postpone any booking in the event of force majeure. Any health, climatic, economic, political, or social situation that makes it impossible to run the training programs online or on-site is to be considered force majeure and may justify the cancellation or postponement of the participant’s booking at any time.

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