

REFUND POLICY

Once the Stage 1 Structural Eligibility Outcome has been issued, the Stage 1 Screening service is considered complete.

Fees become non-refundable once the eligibility outcome has been delivered, subject to statutory rights under applicable UK law.

The Stage 1 Screening service begins once payment has been successfully confirmed and access to the intake form has been provided.

If the intake form is not submitted, screening cannot proceed and no eligibility outcome can be issued.

If the intake form is not submitted within 14 calendar days of payment, the Stage 1 Screening will automatically close.

By completing payment, the client confirms they request the Screening service to begin immediately following payment confirmation.