

Decision Screening: Terms & Refund Policy

Oct 13, 2026 · @Growth Catalyst Design Ltd

These terms set out what you receive from Phase 1 Decision Screening, when the fee is refundable, and what the service is not.

1. About these terms

These terms apply to Decision Screening (Phase 1), a fixed-fee service provided to business clients by Growth Catalyst Design Ltd ("we", "us"). "You" means the organisation commissioning the service.

Growth Catalyst Design Ltd is registered in England and Wales under company number [insert company number], with its registered office at [insert registered office address]. Decision Ownership Stabilisation™ is our methodology and brand.

You accept these terms by ticking the five confirmations at checkout and completing payment. We record those confirmations against your payment.

2. The service

Decision Screening tests one approved decision against the record you submit and ends in a written determination on whether a full investigation is warranted. In these terms:

- **Approved Decision** means one formally approved, high-consequence decision of your organisation that is in, or close to, execution.
- **Questionnaire** means the structured questionnaire we give you access to after payment.
- **Required Records** means the records the Questionnaire asks you to provide for the Approved Decision.
- **Written Determination** means the document we issue at the end of Decision Screening.

The Written Determination states one of two outcomes:

- **Investigation warranted.** The record cannot show that the Approved Decision still governs execution.
- **Investigation not warranted.** The record shows no material departure from the Approved Decision as approved.

Phase 2, Decision Investigation, is a separate service on separate terms. Phase 1 does not oblige you to commission it, or us to provide it.

3. Business clients only

Decision Screening is provided for business and professional purposes only. It is not offered as a consumer service.

By completing payment, you confirm that you are acting for a business or professional purpose, and that you are authorised to commission the service for your organisation.

Because the service is for business clients, the statutory cancellation rights that apply to consumer contracts are not offered. Our own cancellation and refund terms are in section 8.

4. Your confirmations at checkout

Before paying, you tick each of the following five confirmations. Payment cannot be started until all five are ticked.

1. This decision has formal approval.
2. I believe this approved decision may no longer be governing execution.
3. This applies to one approved decision in active or imminent execution.
4. I understand this engagement provides a written determination only.
5. I understand Phase 1 determines whether an investigation is warranted.

These confirmations form part of the agreement between us. We record that all five were given, with the time, against your payment. If any of them is not true for your organisation, do not proceed to payment.

5. Fees and payment

The fee is a fixed fee, shown in full at secure checkout before you pay, including any VAT that applies.

Payment is taken in full, in advance, through Stripe, our payment provider. We do not receive or store your card details.

Decision Screening does not start until payment has been successfully confirmed.

6. How Decision Screening runs

We issue the Written Determination within 2–3 working days of receiving your completed Questionnaire and Required Records. The service runs in four steps:

1. Once payment is confirmed, we give you access to the Questionnaire.
2. You complete the Questionnaire and provide the Required Records within 14 calendar days of payment.
3. We test the Approved Decision against the record you have submitted.
4. We issue the Written Determination to the contact named in the Questionnaire.

Working days are Monday to Friday, excluding public holidays in England. If the Questionnaire is incomplete or a Required Record is missing, we will tell you. The 2–3 working day period then starts when we hold everything we need.

7. What Decision Screening is, and is not

Decision Screening is a determination, on the record you submit, about one Approved Decision. It does not give an opinion on whether the decision was right.

It is not an audit, an investigation, an assurance engagement or a certification. It is not legal, financial, accounting, regulatory or investment advice, and it does not include strategy, programme delivery or advisory work.

We rely on the information and records you provide and do not look beyond them. A Written Determination speaks only to the record as submitted.

8. Cancellation and refunds

You receive a full refund if you cancel before submitting the Questionnaire, if the Questionnaire is not submitted within 14 calendar days of payment, or if we cannot deliver the service. Otherwise the fee is non-refundable.

- **Before you submit.** You may cancel at any time before you submit the Questionnaire by emailing hello@growthcatalystdesign.co.uk. We will refund the fee in full.
- **Not submitted within 14 calendar days.** If the Questionnaire is not submitted within 14 calendar days of payment, Decision Screening closes automatically and we refund the fee in full.
- **Once you submit.** When you submit the completed Questionnaire, we begin the screening. From that point the fee is non-refundable, except as set out below.
- **If we cannot deliver.** If we are unable to issue a Written Determination for a reason within our control, we will refund the fee in full.

Decision Screening is complete when we issue the Written Determination.

Refunds are made to the original payment method. Your bank or card provider may take further time to show the refund. Nothing in this section limits any right that cannot lawfully be excluded.

9. Your responsibilities

You are responsible for giving us information and records that are accurate, complete and relevant to the Approved Decision. You must be entitled to share everything you submit, and you should not provide information you are not authorised to disclose.

We are not responsible for a Written Determination that is affected by information or records that are materially incomplete, inaccurate or withheld.

The Written Determination is for your board's use. You remain responsible for the decisions, actions and changes you make after receiving it.

10. Confidentiality and data protection

We treat everything you submit, and the Written Determination, as confidential. We do not disclose it to third parties except where the law requires it or you have authorised it.

Please include personal data in your records only where it is necessary for the Approved Decision. Where you do, you confirm you are entitled to share it with us.

We handle personal data in accordance with our Privacy Policy, available on our website at growthcatalystdesign.co.uk. Payments are processed by Stripe under its own terms and privacy notice.

11. Intellectual property

All methodologies, frameworks, concepts and materials of Growth Catalyst Design Ltd, including Decision Ownership Stabilisation™, remain our intellectual property. Commissioning Decision Screening does not transfer ownership of any of it.

You may use the Written Determination for your own internal business purposes and may share it with your directors, owners, auditors and professional advisers. You may not present it to others as an audit, an assurance opinion or a certification.

12. Outcomes and limitation of liability

We will perform Decision Screening with reasonable care and skill. We do not guarantee any particular commercial, operational, governance or organisational outcome.

To the fullest extent permitted by law, we are not liable for indirect or consequential loss, loss of profit, loss of business opportunity, or loss arising from decisions you take after receiving the Written Determination.

Our total liability arising from Decision Screening will not exceed the fee you paid for it.

Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited, including liability for fraud or for death or personal injury caused by negligence.

13. Changes, governing law and contact

We may update these terms. The version in force at the time of your payment applies to your purchase. This is version 2.0, dated Oct 2026.

These terms are governed by the laws of England and Wales, and the courts of England and Wales have jurisdiction over any dispute arising from them.

For questions about these terms or about Decision Screening, contact Growth Catalyst Design Ltd at hello@growthcatalystdesign.co.uk or growthcatalystdesign.co.uk.