

Phase 1 — Decision Screening

Terms & Refund Policy

Version 2.2 · October 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 Phase 1 — Decision Screening (“Decision Screening”), 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 15754173, with its registered office at Unit 29 Highcroft Industrial Estate, Enterprise Road, Horndean, Waterlooville, PO8 0BT, United Kingdom. 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, with the time, against your payment.

2. The service

Decision Screening screens one approved decision against fixed eligibility conditions and ends in a written determination of whether that decision is eligible for Phase 2 — Decision Investigation. In these terms:

- **Approved Decision** means one formally approved, high-consequence decision of your organisation that has entered execution or influenced organisational activity.
- **Questionnaire** means the structured questionnaire we give you access to after payment.
- **Written Determination** means the document we issue at the end of Decision Screening.

The Written Determination states one of two outcomes:

- **Eligible for Phase 2 Investigation.** Your submission meets all four eligibility conditions and identifies at least one specific issue suitable for evidence-based investigation.
- **Not Eligible for Phase 2 Investigation.** Your submission does not meet all four eligibility conditions, or does not identify a specific issue suitable for evidence-based investigation.

Neither outcome is a finding on whether the Approved Decision changed, still governs execution, or was right or wrong.

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 do not apply. 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 start until all five are ticked.

1. This decision has been formally approved.
2. I have concerns or uncertainties about the approved decision during execution.
3. This concerns one approved decision that has entered execution.
4. I understand Phase 1 uses questionnaire responses only, without documentary evidence review.
5. I understand Phase 1 determines whether a decision is eligible for Phase 2 Decision Investigation.

These confirmations form part of the agreement between us. 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 of £995, shown in full at secure checkout before you pay. No VAT is charged.

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 confirmed.

6. How Decision Screening runs

1. Once payment is confirmed, we give you access to the Questionnaire.
2. You complete and submit the Questionnaire within 14 calendar days of payment.
3. We screen your submission against the Phase 1 eligibility conditions.
4. We issue the Written Determination to the contact named in the Questionnaire within 5 working days of receiving a complete submission.

Working days are Monday to Friday, excluding public holidays in England. If the Questionnaire is incomplete, we will tell you, and the 5-working-day period starts when your submission is complete.

7. What Decision Screening is, and is not

Decision Screening is a determination of eligibility, based on the information you submit, about one Approved Decision. We rely on that information and do not verify it. The Written Determination speaks only to the submission as received.

It is not an investigation, an audit, an assurance engagement or a certification. It does not determine whether the Approved Decision changed or still governs execution, and it does not give an opinion on whether the decision was right. It is not legal, financial, accounting, regulatory or investment advice, and it does not include strategy, programme delivery or advisory work.

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, whatever the outcome of the Written Determination.

- **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.
- **Free resubmission.** If the Written Determination is Not Eligible for Phase 2 Investigation, you may resubmit the same Approved Decision once, free of charge, within 30 days of the Written Determination.

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 that is 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 that is 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 only where the Questionnaire asks for it, such as the names and roles of people connected with 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 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 as an audit, an assurance opinion or a certification, or as evidence that the Approved Decision changed or that any person or body acted without authority.

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 2.2, dated October 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.