

CAYMAN ISLANDS NATIONAL COACHING ACADEMY*Building Champions On and Off the Pitch***MONEY-BACK GUARANTEE POLICY**

Standalone Policy & Refund Request Form · 2026 Edition

Building the Future · Developing Talent · Creating Opportunities

Policy title	Money-Back Guarantee Policy
Owner	Academy Director, Cayman Islands National Coaching Academy
Applies to	All paid CINCA programmes, workshops, and certification courses
Edition	2026
Review cycle	Annual, or earlier, following any change to the fee structure
Related documents	Terms of Use; Complaints & Grievance Procedure (Policy 06); Participant Satisfaction & Service Standards (Policy 20)

Our promise in one line

If a programme does not meet the standard we describe, we will put it right, and where we cannot, eligible participants may request a refund under this policy.

MONEY-BACK GUARANTEE POLICY**1. Purpose**

The Cayman Islands National Coaching Academy (CINCA) is committed to delivering coaching education of the highest quality. This policy sets out the Academy's money-back guarantee for participants who enrol in paid programmes, workshops, and certification courses, the basis on which a refund may be requested, and how requests are assessed and paid.

2. Our Commitment

We stand behind the quality of our programmes. In handling any refund request, the Academy will:

- consider every request fairly, promptly, and on its individual merits;

- explain our decision clearly and in writing;
- never disadvantage a participant for raising a concern or requesting a refund in good faith; and
- use what we learn to improve future programmes.

3. Scope

This policy applies to all individuals who pay a fee to attend a CINCA programme, workshop, or course, whether delivered in person, online, or through digital and mobile platforms. It may also be used by an organisation or sponsor that has paid fees on a participant's behalf. It operates alongside and should be read with Section 6 (Fees, Payment, and Refunds) of the Academy's Terms of Use.

4. The Guarantee

If a participant is not satisfied that a programme has met the standard described at the point of enrolment, they may request a full or partial refund in accordance with the conditions in this policy. Our first aim is always to put things right; a refund is offered where we cannot reasonably do so.

5. Eligibility and Conditions

To be considered for a refund, a request must meet the following conditions:

Time limit	Submitted in writing within fourteen (14) calendar days of the programme start date.
Attendance	The participant has attended at least the first scheduled session.
Reasons given	The request sets out clearly why the programme did not meet the expected standard.
Good faith	The request is made honestly and reflects a genuine concern about quality or delivery.

Each request is assessed reasonably and in good faith. Meeting these conditions does not guarantee a refund; it means the request will be fully considered.

6. What Is Covered and What Is Excluded

Covered (may be refundable)	Excluded (not refundable)
Programme or workshop fees where the standard described was not met.	Certification or examination fees where the assessment has already been completed.
A fair, pro-rata portion where part of a programme could not be delivered by the Academy.	Materials, kits, or resources already issued to the participant.
Fees paid for a session that the Academy cancels and cannot reasonably reschedule.	Third-party costs (e.g., venue, equipment, or travel) that the Academy cannot recover.

Non-attendance without prior notice, after the eligibility window has closed, is not covered.

7. How to Request a Refund

Submit a written request to the Academy's administration office, using the contact details in Appendix D (Key Contacts) of the CINCA Policy Manual, or complete the Refund Request Form at the end of this document. Please

include the programme name, date of enrolment, amount paid, and the reasons for the request, together with any supporting information.

8. Assessment and Timeframes

Stage	What happens	Timeframe
Acknowledgement	We confirm we have received your request.	Within 5 working days
Assessment	A reviewing officer (not directly involved in the matter) considers the request.	Within 10 working days
Decision	We confirm our decision, and the reasons for it, in writing.	Within 10 working days
Payment	Approved refunds are paid to the original method of payment.	Within 14 working days of the decision

9. How Refunds Are Paid

Approved refunds are made in the original currency and to the original method of payment, unless otherwise agreed. Where fees were paid by a third party (for example, a sponsor or employer), the refund is returned to that payer. Currency is stated as CI\$ where applicable.

10. Relationship to Other Policies

This policy operates alongside the Terms of Use and the Complaints & Grievance Procedure (Policy 06). Where a refund request raises a wider concern about the conduct or quality of a programme, it may also be handled under that procedure. Feedback from refund requests informs the Participant Satisfaction & Service Standards (Policy 20) and the Curriculum & Content Review (Policy 19).

11. Records

A confidential record of each refund request, its assessment, and its outcome is retained in line with the Confidentiality & Data Protection Policy (Policy 10) and is available for accreditation review.

12. Review

This policy is reviewed at least annually by the Academy Director, or sooner following any material change to the Academy's fee structure.

REFUND REQUEST FORM

*Please complete this form to request a refund under the Money-Back Guarantee Policy. Submit it to the Academy's administration office (Appendix D, Key Contacts). Fields marked * are required.*

Part 1 - Your Details

Full name *	
Email *	
Telephone	
Paying party (if not you)	

Part 2 - Programme Details

Programme/workshop *	
Date of enrolment/start *	
Amount paid (CI\$) *	
Method of payment	
Receipt/reference no.	

Part 3 - Your Request

- ☐ Full refund requested
- ☐ Partial refund requested (state amount): _____

Reason for your request, please describe how the programme did not meet the standard described *

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Have you raised this with the Academy already? If so, with whom and when?

Supporting information/documents attached

Part 4 – Declaration

I confirm that the information I have provided is accurate and complete to the best of my knowledge and that this request is made in good faith.

Signature *	
Date *	

FOR OFFICE USE ONLY	
Date received	
Request reference no.	
Reviewing officer	
Acknowledgement sent (date)	
Decision (approved / partial / declined)	
Amount refunded (CI\$) & date paid	
Notes	