

Refunds Policy

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Refunds Policy

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Overview

This document sets out the policy governing scenarios in which Customers wish to cancel orders for exam services and request refunds.

Aims of the Policy

To outline the scenarios in which Trinity will grant refunds, pursuant to Customer cancellation requests and the relevant rules and obligations on both Trinity and our Customers.

Scope

This policy applies to:

- Trinity;
- Business Customers; and
- Consumers.

This policy applies to the following exam types:

- DGD Exams;
- Digital Music Theory Exams;
- ISE Digital Exams;
- Face-to-Face Exams;
- Synchronous VC Exams;
- Paper Exams;
- ISE (SELT); and
- GESE (SELT).

It applies only to scenarios where a refund request has been initiated by a Customer wishing to cancel an order. Scenarios in which Trinity will pay refunds for other reasons (such as Trinity cancellations of exams) are covered by our [Terms and Conditions](#).

It does not apply to physical products or non-exam products/services (which are covered by our [Terms and Conditions](#)).

If a candidate is unable to take or complete an examination due to ill-health or other personal circumstances, a free re-sit may be offered.

It does not affect a Consumer's statutory rights.

Definitions

Business Customers: our customers who purchase our services in the course of their trade, business, craft or profession;

Cooling-Off Period: 14 calendar days from Contract Formation (so, if Trinity confirms the booking on 1 January, the Cooling-Off Period ends at the end of 15 January);

Consumers: our customers who purchase our services for purposes that are wholly or mainly outside their trade, business, craft or profession;

Contract: the contract for the provision of exam services from Trinity to the Customer

Contract Formation: the point at which the Contract is formed. For orders placed online, this is the point at which Trinity sends a confirmation email to the Customer confirming their order.

Customers: Business Customers and/or Consumers

DGD Exams: digital grades and diplomas;

Digital Music Theory Exams: digital music theory exams;

Face-to-Face Exams; exams held face-to-face, with an examiner physically present in the room;

ISE Digital Exams: 'Integrated Skills in English' digital exams;

Merchant of Record: a reseller or 'merchant of record' which facilitates transaction with Trinity (such as 2 Checkout/Verifone);

Paper Exams: paper-based exams;

Provisioning Date: this date varies depending on the exam type (see the table in paragraph 4 of the Policy, below). It is a date at which Trinity has made substantive arrangements for the exam to take place.

SELT: secure English language tests;

Synchronous VC Exams: synchronous video-conferencing exams (such as VC GESE);

Trinity, we, us: Trinity College London. Trinity group companies are not included in this definition.

Risks and consequences of breach

For Trinity and Trinity personnel: legal, regulatory and/or disciplinary action.

For customers: loss / diminution of refund rights.

Policy

1. Should a Customer wish to cancel the Contract after Contract Formation, they must inform Trinity of this by making a clear statement. This can be done in a number of ways including:

- a. Emailing support@trinitycollege.com if the Customer is located in the UK;
- b. Filling in the 'Contact us' form for 'Other Enquiries' available at <https://www.trinitycollege.com/contact> if the Customer is located outside the UK,

(in both cases, forwarding on their confirmation email and informing us of their decision to cancel the Contract. The Customer may use the model cancellation form in Appendix 1 but is not required to do so); and

- c. Clicking the 'Refund' button within booking journey.

2. By placing an order, the Customer is requesting that Trinity start delivering the exam services during the Cooling-Off Period. Depending on the exam type, the exam services include:
 - a. Processing of candidate order and details;
 - b. Inclusion of candidate in candidate lists;
 - c. Registration of the candidate on a third-party assessment platform (digital exams);
 - d. Registration of the candidate on a third-party exam submission platform (digital exams);
 - e. Ordering, printing and couriering of exam papers and materials (paper exams);
 - f. Finalisation of exam timetables;
 - g. Allocation of examiners, invigilators and other personnel;
 - h. Examiner itinerary and travel booked and finalised;
 - i. Exam premises booked and finalised;
 - j. Facilitation of exam; and
 - k. Exam marking and certification.

3. By placing an order, the Customer further acknowledges:
 - a. that they are not entitled to a refund of the costs of exam services performed prior to the refund request; and
 - b. that at a certain point in delivery of the services, the Customer's right to cancel is lost and they are not entitled to any refund.

4. Trinity's refund policy varies by exam type and depends on when the cancellation request is made. It is designed to be generous to the Customer in the following ways:
 - a. It is based on Consumers' statutory rights, but is extended to Business Customers as well;
 - b. It is based on UK statutory rights, but is extended to Customers in all jurisdictions; and
 - c. Where a Customer is eligible for a refund (because they are cancelling before the Cut-Off Point), they receive back 100% of the fee.

At the same time, it is designed to reflect the fact that, in those cases where Customers are not entitled to a refund, Trinity has incurred significant cost in:

- preparing to deliver the services;
- delivering the services;
- administration, and otherwise.

The policy is as follows:

Type of exam	Refund policy	Cut-Off Point	Provisioning Date
DGD Exams	Customer receives a refund of 100% of the fee if they cancel before Cut-Off Point; 0% if they cancel after the Cut-Off Point.	The earlier of the expiry of the Cooling-Off Period and the submission of the exam.	n/a
Digital Music Theory Exams		The earlier of the expiry of the Cooling-Off Period and the commencement of the exam.	
ISE Digital Exams; ISE (SELT); and GESE (SELT)		The earlier of the expiry of the Cooling-Off Period and the Provisioning Date.	3 days before the exam
Face-to-Face Exams; Synchronous VC Exams; and Paper Exams			The point at which the candidate receives their 'appointment slip' (the examiner, rooms, and similar having been booked and timetabled); typically 3 weeks before the exam date, in the UK.

- Where a refund is due in accordance with paragraph 4, Trinity shall reimburse the Customer in full without undue delay and in any event no later than 14 days after having received notice to cancel. It shall make such reimbursement via the method of payment used to make the purchase (or it shall instruct its Merchant of Record to do so, if applicable).

Other relevant policies

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Procedures to be followed

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Appendix 1

Model Cancellation Form

To: Trinity College London, 110 Southwark Street, London SE1 0TA, United Kingdom,

I/We(*) hereby give notice that I/We(*) cancel my/our contract for the provision of the following service*,

Ordered on(*)

Name of Customer(s)

Address of Customer (s)

Signature of Customer (only if this form is notified on paper)

Date

(*) Please delete if not applicable

Change History

The following changes have been made to this document:

Version	Date	Author	Change Summary
1.0	07-01-2025	Legal	Policy drafted and published
1.1	03-03-2025	Legal	Minor changes to clarify scope of Policy

Change Approval

The changes to this document have been approved by the following personnel:

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