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# UK Therapy Guild Academy of Integrative Counselling & Hypnotherapy Training Enrolment, Fees and Refunds Policy

**Director:** Nichola Doyle **Date of Approval:** 7<sup>th</sup> June 2025 **Next Review Date:** 6<sup>th</sup> June 2027

## 1. Introduction

1.1. This Enrolment, Fees, and Refund Policy outlines the terms and conditions relating to enrolment, payment of course fees, and refunds for all training programmes offered by the UK Therapy Guild Academy of Integrative Counselling & Hypnotherapy Training (hereafter "the Academy").

1.2. This policy forms part of the legally binding contract between the Academy and the student upon acceptance of an offer of a place on a course. Students are advised to read this policy carefully before accepting an offer and paying any fees.

1.3. The Academy is committed to transparent and fair financial practices.

## 2. Course Fees

2.1. Course fees for each programme are published on the Academy website and in individual course prospectuses. The current fees are: £3,250, which includes a deposit of £550 to be paid immediately upon being accepted onto the course. Course: Level 5 Diploma in Integrative Counselling & Level 5 Diploma in Clinical Hypnotherapy.

2.2. Course fees are reviewed annually and are subject to change for new cohorts. The fee applicable to a student will be the fee advertised at the time of their application and offer acceptance for that specific intake.

## 3. What Fees Include

3.1. Course fees typically include: All scheduled tuition and group process work. Core course materials and handbooks provided by the Academy (both digital and/or printed). Internal assessment and marking of required coursework. Access to the online student portal. 5 sessions of 1:1 supervision with our internal course supervisor Nicholas Buchanan.

## 4. What Fees Exclude

4.1. Course fees typically exclude (this list is not exhaustive): Personal therapy (if students wish required to undertake personal therapy at their own expense as part of their training). Clinical supervision for any client work undertaken by the student (with the exception of the 5 1:1 hours included within the course fee). DBS (Disclosure and Barring Service) checks. Student membership fees for professional bodies (e.g., BACP, NCIP, GHR). Supplementary textbooks or recommended reading materials beyond core course materials. Travel and accommodation. Professional indemnity insurance (once students begin seeing practice clients). Stationery, printing, and IT equipment.

## 5. Payment of Fees

5.1. **Deposit:** 5.1.1. Upon accepting an offer of a place, students are required to pay a non-refundable deposit of £550 to secure their place. 5.1.2. The deposit amount will be clearly stated in the offer letter. 5.1.3. The deposit is payable within 14 days of the date of the offer letter. Failure to pay the deposit by the deadline may result in the offer being withdrawn. 5.1.4. The deposit is offset against the total course fee.

5.2. **Payment of Remaining Balance:** The remaining balance of the course fees can be paid either in full or by instalments, as outlined below: 5.2.1. **Full Payment:** The full remaining balance is due no later than 4 weeks before the course commencement date. 5.2.2. **Instalment Plan:** The Academy may offer an instalment plan for payment of the remaining balance. Details of available instalment plans will be provided in the offer letter or on request. A typical instalment plan might be: [e.g., 24 monthly instalments of £112.50, commencing on 7<sup>th</sup> September 2025. It is the student's responsibility to ensure all instalments are paid by the due dates.

5.3. **Late Payment or Non-Payment:** 5.3.1. If fees or instalments are not paid by the due date, the Academy reserves the right to: Charge late payment fees of £25 per overdue instalment. Temporarily suspend access to tuition, resources, and assessments. Withhold certificates or awards. Terminate the student's enrolment. 5.3.2. Students experiencing genuine financial difficulties should contact the Director, Nichola Doyle, at the earliest opportunity to discuss their situation in confidence.

## 6. Enrolment Confirmation

6.1. Enrolment is confirmed once the student has: Formally accepted their offer of a place. Paid the required deposit (and any subsequent instalments due before course start). Completed and returned any required enrolment documentation (e.g., signed learning contract). Met any conditions outlined in their offer letter.

## 7. Cancellation by the Student & Refund Policy

7.1. **Statutory Cooling-Off Period:** 7.1.1. Students have a statutory right to cancel their contract with the Academy within **14 days** from the date they accept the offer of a place (this is the "cooling-off period"). 7.1.2. To cancel within this period, the student must notify the Academy in writing (e.g., by email to nicholadoyle@uktherapyguild.org. 7.1.3. If a student cancels within the 14-day cooling-off period, any fees paid, including the deposit, will be refunded in full. 7.1.4. If the course starts within the 14-day cooling-off period and the student has expressly requested to start and has attended, the Academy may charge a reasonable sum for the services already provided up to the point of cancellation.

### 7.2. Cancellation by the Student *Before* Course Commencement (after the 14-day cooling-off period):

7.2.1. If a student cancels their place *after* the 14-day cooling-off period but *before* the course commencement date, the following applies: Cancellation more than 8 weeks before the course start date: All fees paid will be refunded, *minus the non-refundable deposit* of £550. Cancellation between 4 and 8 weeks before the course start date: 50% of the total course fee is payable. Any fees paid exceeding this amount (minus the deposit) will be refunded. If fees paid are less than this amount, the student will be liable for the shortfall. Cancellation less than 4 weeks before the course start date: No refund will be issued, and the full course fee remains payable. Students on an instalment plan will be liable for the full outstanding balance.

7.3. **Withdrawal by the Student *After* Course Commencement:** 7.3.1. If a student withdraws from the course *after* its official commencement date: Withdrawal within the first 4 weeks of the course: the total

course fee is non-refundable. If fees paid are less than this amount, the student will be liable for the shortfall. The non-refundable deposit is included within this non-refundable portion. **The student remains liable for the full course fee, and any outstanding instalments must be paid according to the agreed schedule.** 7.3.2. Notification of withdrawal must be made in writing to the Director. Non-attendance does not constitute withdrawal and fees will remain due. 7.3.3. The Academy is under no obligation to refund fees for students who withdraw due to changes in personal circumstances, employment, or other commitments.

## **8. Cancellation by the Academy**

8.1. The Academy reserves the right to cancel a course, for example, due to insufficient student numbers or unforeseen circumstances making delivery unviable. 8.1.1. In such an event, the Academy will give students as much notice as possible. 8.1.2. If the Academy cancels a course *before* it commences, students will receive a full refund of all fees paid, including the deposit. 8.1.3. If the Academy cancels a course *after* it has commenced, students will receive a pro-rata refund for the portion of the course not delivered. 8.1.4. The Academy will not be liable for any other losses incurred by the student as a result of such a cancellation (e.g., travel or accommodation costs).

8.2. The Academy reserves the right to terminate a student's enrolment due to gross misconduct, serious breach of the Student Code of Conduct, failure to meet Fitness to Practice requirements, or persistent non-payment of fees. In such cases, no refund of fees will be issued, and the student may be liable for any outstanding fees.

## **9. Deferrals**

9.1. Requests for deferral of a place to a later cohort, or to pause studies, will be considered on a case-by-case basis at the discretion of the Director. 9.2. An administration fee may apply for deferrals. Any fees already paid may be held by the Academy towards the deferred place, subject to agreement. The fee for the new cohort may be different, and the student would be liable for any increase.

## **10. Exceptional Circumstances**

10.1 The Academy may consider partial refunds or alternative arrangements in genuinely exceptional mitigating circumstances (e.g., serious illness) that prevent a student from continuing their studies.

10.2. Such requests must be made in writing to the Director, supported by appropriate documentary evidence (e.g., a doctor's note).

10.3. Any decision regarding refunds in exceptional circumstances is at the sole discretion of the Academy.

## **11. Method of Payment**

11.1. Fees can be paid by Bank Transfer (BACS) or Cheques payable to "UK Therapy Guild Academy".

11.2. Bank details for BACS payments will be provided on invoices or in the offer letter. Please use the student's full name and course as the payment reference.

## **12. Policy Review**

12.1. This Enrolment, Fees, and Refund Policy will be reviewed annually by the Director and relevant staff to ensure it remains fair, transparent, and compliant with relevant legislation and best practice.

### **13. Agreement**

13.1. By accepting an offer of a place and paying the deposit, students confirm that they have read, understood, and agree to be bound by the terms of this Enrolment, Fees, and Refund Policy.

### **14. Contact for Enquiries**

14.1. For any questions regarding this policy, fees, or payments, please contact: Nichola Doyle, Director UK Therapy Guild Academy of Integrative Counselling and Hypnotherapy Training Email: [nicholadoyle@sky.com](mailto:nicholadoyle@sky.com)  
Phone: 07368363946