

THE PEOPLE MENTOR

Refund Policy

Last updated: May 2026

At The People Mentor, we are committed to delivering practical, high-quality leadership development and people management support. We want you to feel confident in every purchase you make with us.

This policy clearly sets out your rights and our obligations, so there are no surprises. Please read it carefully before making a purchase. If you have any questions, contact us at hello@thepeoplementor.co.uk before you buy.

1. The Manager's Academy: Monthly Membership

The Manager's Academy monthly membership is billed at £57 per month.

You are free to cancel your membership at any time. No further payments will be taken after your cancellation is processed.

No refund will be issued for the current billing period once payment has been taken. You will retain full access to the membership until the end of that paid period.

*To cancel, please email hello@thepeoplementor.co.uk with the subject line **Membership Cancellation**. Please include your name and the email address associated with your account*

2. The Manager's Academy: Annual Membership

The Manager's Academy annual membership is billed at £370 per year.

Annual memberships are non-refundable. On purchase, you receive immediate access to all content within The Manager's Academy. Because access is granted in full at the point of joining, we are unable to offer refunds for any unused portion of an annual subscription once payment has been made, regardless of whether you use the membership during that period.

If you would prefer flexibility, we recommend choosing the monthly option before committing to an annual plan.

3. Catalyst Conversations

Catalyst Conversations is our coaching programme designed to support leaders with difficult conversations and workplace conflict.

Payment in Full

If you have paid for Catalyst Conversations in full and you wish to end the programme early, you may request a refund for any sessions not yet delivered. The refund will be calculated on a pro-rata basis for unused sessions, less a £50 administration fee.

Please note the following conditions:

- Refund requests must be made by the individual who entered into the original contract with The People Mentor. We are unable to process requests made by third parties on your behalf.
- Sessions that have already taken place are non-refundable in all circumstances.
- Refund requests must be submitted in writing to hello@thepeoplementor.co.uk.

Payment by Instalments

If you have chosen to pay for Catalyst Conversations by instalments, your payment schedule is set out in your contract with us. Payments remain due in line with those agreed terms, regardless of attendance or engagement with the programme.

If your circumstances change and you wish to discuss your payment arrangement, please contact us as early as possible. We will always try to work with you to find a sensible way forward, but we cannot guarantee that changes to your payment plan will be possible.

4. Digital Products

When you purchase a digital product from The People Mentor, including downloadable guides, workbooks, checklists, templates, and resources, you will receive immediate access to that product at the point of purchase.

By completing your purchase, you confirm your express consent to receiving the download immediately. In doing so, you waive your right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. No refund will be issued for digital products once the download link has been made available to you, regardless of whether the product has been opened or accessed.

The 14-day cooling-off period that applies to many online purchases does not apply to digital products where you have consented to immediate delivery and acknowledged the loss of your cancellation right at the point of purchase.

If you experience a technical problem accessing your download, please contact us at hello@thepeoplementor.co.uk with the subject line Tech Issue, and we will resolve this for you promptly.

5. Events and Workshops

Tickets purchased for The People Mentor events, workshops, or live virtual sessions are non-refundable.

If you are unable to attend, you have the following options:

- Transfer your ticket to another person. Please let us know the name and contact details of the new attendee at least 48 hours before the event so we can update our records.
- In some cases, a transfer to a future event date may be available. Please contact us to discuss this.

If The People Mentor cancels or makes a significant change to a scheduled event, a full refund will be offered to all ticket holders.

6. Faulty or Incorrectly Described Products or Services

If any product or service you receive from us is faulty, materially not as described, or not fit for purpose, please contact us as soon as possible. We will review the matter promptly and work with you to put it right.

Your statutory rights are not affected by anything in this policy.

7. How to Make a Refund Request

To make a refund request, please contact us in writing at hello@thepeoplementor.co.uk with the subject line Refund Request, and include the following information:

- Your full name
- The product or service purchased
- The date of purchase
- The reason for your request

We will acknowledge your request within two working days and aim to provide a full response within five working days. Where we require further information to assess your request, we will let you know.

8. Your Statutory Rights

Nothing in this policy is intended to limit or exclude your statutory rights under UK law. This includes your rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and the Consumer Rights Act 2015.

All refunds are provided in accordance with applicable legislation.

9. Contact Us

If you have any questions about this policy or about a purchase you have made, please get in touch. We are always happy to help.

The People Mentor

Email: hello@thepeoplementor.co.uk

Website: www.thepeoplementor.co.uk

This policy was last reviewed in May 2026. The People Mentor reserves the right to update this policy at any time. The current version will always be published on our website.