



Refund Policy

The Confident Paramedic LLP

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1. Introduction

At The Confident Paramedic, we are committed to providing high-quality tutoring and career guidance services. We understand that sometimes plans change, so we aim to be fair and transparent with our refund process.

2. Cancellations by You

Tutoring and career advice sessions: You may cancel or reschedule any booked session free of charge if you provide at least 72 hours' notice before the scheduled start time.

If you cancel with at least 72 hours' notice, you can choose either:

A full refund, or

A credit towards a future session.

Less than 72 hours' notice: If you cancel with less than 72 hours' notice, or if you fail to attend a booked session without prior notice, no refund will be issued.

3. Cancellations by Us

If we need to cancel a session for any reason (for example, due to tutor illness or technical issues), we will offer you:

A rescheduled session at a mutually convenient time, or

A full refund of any fees paid for the affected session.

4. Refund Process

Refunds will be issued to the original payment method within 7 working days of approval. We will notify you by email when your refund has been processed.

5. Non-Refundable Items

We do not offer refunds for:

Completed sessions (where the service has been fully delivered)

Digital resources or materials once accessed or downloaded

6. How to Request a Refund

To request a refund or reschedule a session, please contact us at:

Email: hello@theconfidentparamedic.com

Please provide your booking details and reason for the request.