

## **Educate Ventures Research Ltd. – Cancellation Policy for Consultancy Services**

### **Cancellations**

All purchases of consultancy services are final and non-refundable. We understand that unforeseen circumstances may arise that prevent projects from proceeding as planned. Cancellation terms vary according to total contract value, reflecting the level of resource commitment and planning involved.

If you need to cancel a consultancy engagement, the following terms apply:

#### **Tier 1: Contracts under £10,000**

Cancellation during an active engagement:

- All completed and in-progress work invoiced in full.

#### **Tier 2: Contracts £10,000 – £24,999**

Cancellation during an active engagement:

- All completed and in-progress work invoiced in full.
- 15% of remaining contract value payable as a cancellation charge.

#### **Tier 3: Contracts £25,000 – £99,999**

Cancellation during an active engagement:

- All completed and in-progress work invoiced in full.
- 20% of remaining contract value payable as a cancellation charge.

#### **Tier 4: Contracts £100,000 and above**

Cancellation during an active engagement:

- All completed and in-progress work invoiced in full.
- 25% of remaining contract value payable as a cancellation charge.
- Where EVR Ltd has engaged subcontractors or made non-recoverable commitments on behalf of the project, these costs shall be recoverable in addition to the above charges.

*Note: For contracts of this scale, bespoke cancellation terms may be negotiated and specified in the Order Form, which shall take precedence over this policy.*

## **Rescheduling**

- If you need to reschedule consultancy activities (meetings, workshops, deliverable deadlines):
- **7+ working days' notice:** No charge for rescheduling, subject to consultant availability.
- **Fewer than 7 working days' notice:** A rescheduling fee equivalent to 50% of the session/activity value may apply.

## **Refunds**

No refunds are provided for completed work. In exceptional circumstances, credit towards future consultancy services may be offered at EVR's discretion.

## **Our Right to Cancel**

Educate Ventures Research Ltd. reserves the right to cancel or reschedule any consultancy engagement due to unforeseen circumstances, including consultant unavailability, illness, or force majeure events. If we cancel an engagement and are unable to reschedule within a reasonable timeframe agreed with the Client, any advance payments for undelivered work will be refunded in full.

## **How to Contact Us**

Please email the team directly at [hello@educateventures.com](mailto:hello@educateventures.com) with any questions about cancellations, rescheduling, or transfers. A member of the team will respond within 2 business days.