



**BEST in Horticulture Group**

**B.E.S.T in Horticulture Limited**

**The Academy of Practical Horticulture Limited**

**BEST in Horticulture Education Limited**

## **Refunds Policy**

**Valid from 1<sup>st</sup> January 2022 to 31<sup>st</sup> December 2025**

## Returns/Refund Policy – Our Terms and Conditions

This returns and refund policy is an agreement between you the customer and us, The BEST in Horticulture Group consisting of: **B.E.S.T. in Horticulture Limited, The Academy of Practical Horticulture Limited** and **B.E.S.T in Horticulture Education Limited** regarding returns and refunds. It includes the following information:

- **in what circumstances we offer refunds**
- **how many days you have to return learning materials (if appropriate) to be eligible for a refund**
- **who pays the shipping charges for returned learning materials**
- **how we process and provide refunds**
- **how many business days it takes to process a refund**

**B.E.S.T. in Horticulture Limited, The Academy of Practical Horticulture Limited and B.E.S.T. in Horticulture Education Limited** are happy to refund any payments made for specific types of courses according to the following terms, conditions, and exceptions:

**Royal Horticultural Society Courses (RHS)** and other 'long courses' (typically courses delivered over one academic year circa 30 weeks) with The Academy of Practical Horticulture and B.E.ST. in Horticulture Education Limited - Where RHS and other courses are booked specifically where a deposit is mandatory, customers are reminded that they have agreed and confirmed that they understand the terms and conditions, that the deposit (which equates to first instalment of the course) **is in all cases non-refundable**.

**Short Courses** (typically one to five days in duration) with The Academy of Practical Horticulture - if notice of withdrawal is given in writing (this includes email). The following conditions will apply:

- a full refund will be given for cancellations with over 28 days notice before the start date for the course.
- a 50% refund will be given for cancellations with over 14 days' notice, but less than 28 days' notice.
- no refund will be given if the cancellation is after the automated booking reminder is triggered 7 days before the commencement of the course.

**Certificate of Competence Courses** with The Academy of Practical Horticulture - if notice of withdrawal is given in writing (this includes email). The following conditions will apply to cancellations:

- a full refund will be given for cancellations with over 28 days notice before the start date for the course.

- a 50% refund will be given for cancellations with over 14 days' notice, but less than 28 days' notice.
- no refund will be given if the cancellation is after the automated booking reminder is triggered 7 days before the commencement of the course.

**Online learning, Distance Correspondence Learning, and Blended Learning Courses with B.E.S.T in Horticulture Limited and B.E.S.T in Horticulture Education Limited** – the following conditions will apply:

- all customers have the right to request a full refund within 14 days of purchase if they are dissatisfied with the learning materials or support provided. This request should be made to The Course Administrator at [enquiries@bestinhorticulture.co.uk](mailto:enquiries@bestinhorticulture.co.uk)
- for **distance learning courses** a refund will be made within 14 days of the request being made (providing that on checking the access logs, the purchaser has not downloaded and saved the learning materials). The refund will be actioned in the same manner that the payment was made within 14 days of notification of cancellation.
- for **distance correspondence courses** a refund will be made within 14 days of the request being made (providing that the learning materials provided are returned in good condition, at the cost to the purchaser). On safe receipt of the learning materials and within 14 days a full refund will be actioned in the same manner that the payment was made.
- For **blended learning courses** where a deposit is mandatory, customers are reminded that they have agreed and confirmed that they understand the terms and conditions, that the deposit (which equates to the first instalment of the course) is in all cases **non-refundable**.

**Any exceptions to these terms and conditions will be at the sole discretion of B.E.S.T. in Horticulture Limited, The Academy of Practical Horticulture Limited and B.E.S.T in Horticulture Education Limited. In all cases they will need to be authorised by a director**

**Accounts enquiries:**

**In writing to:**

**The Director of Finance**

**18 St James Close,  
Harvington  
Nr. Evesham,  
Worcestershire  
WR11 8PZ**

**Desk phone - 01386 573221**

**(Please note that this phone is not answered all the time, email is the preferred method of contact).**

**Email - [tonydavies@bestinhorticulture.co.uk](mailto:tonydavies@bestinhorticulture.co.uk)**