



Non-Refund Policy for Educational Events

POLICY ID: CBCT (NR-500)

VERSION: 1.1
REVIEW DATE: 22/07/2027

DOCUMENT CONTROL	
POLICY NAME	Non-Refund Policy for Educational Events
POLICY ID	CBCT (NR-500)
CURRENT VERSION	1.1
VERSION DATE	22/07/2026
REVIEW DATE	22/07/2027
POLICY AUTHOR	Chloe Barrett – Education Lead
EQUALITY IMPACT ASSESSMENT DATE	22/07/2026
EQUALITY IMPACT ASSESSMENT APPROVED BY	Veronique Sauret-Jackson - Director of CBCT and Small Volume Imaging
FIRST APPROVER (TITLE)	Veronique Sauret-Jackson - Director of CBCT and Small Volume Imaging
FINAL APPROVER (TITLE)	Liat Karni – Chief Executive Officer
COMMITTEE APPROVED (COMMITTEE NAME)	DHC Group Executive Board

CHANGE SUMMARIES	
19/06/2025	New policy
22/07/2026	Amendment to introduction and inclusion of The Level One CBCT Refresher and The Reporting with Confidence Programme. Links added to References.

1.INTRODUCTION

This document outlines the terms and conditions regarding our **Payable CPD Session, Non-Refund Policy**. We currently offer four payable CPD courses:

- i) Level One (Core) CBCT Training in Dental CBCT Training,
- ii) Level Two (Further) CBCT Training in Dental CBCT Justification and Interpretation,
- iii) The CBCT Refresher Course, and
- iv) The Reporting with Confidence Programme.

The prices of each course is on education.cavendishimaging.com.

The Level One is a pre-recorded online courses and taken in the delegate's own time. The Level Two is predominantly a class-based format at planned dates throughout the year, with one cohort per year taking place online (dates are on education.cavendishimaging.com). The CBCT Refresher Course and Reporting with Confidence Programme are both held at planned dates throughout the year (dates are on education.cavendishimaging.com). We may offer the CBCT Refresher as a recorded version after the course date at our discretion.

Each course is payable online, prior to the course being started, or taking place and through the Education Website, via PayPal. In the instance where the delegate prefers an alternative payment method such as telephone or BACS, an invoice is raised via Filemaker and the payment is allocated on this software instead of being logged on PayPal.

2.PURPOSE

This policy has been introduced to ensure that the delegates who purchase our payable CPD courses are aware that there may not be an option of a refund. We do not offer refunds to delegates because we want to protect the revenue earned from these courses, ensure that each course reaches and stays at its maximum capacity and prevent short notice cancellations.

3.SCOPE

This policy applies to every delegate who purchases a payable CPD course through the Cavendish Imaging Education Portal.

4.DEFINITIONS

GDC	General Dental Council
GMC	General Medical Council
HCPC	Health and Care Professionals Council

5.ROLES AND RESPONSIBILITIES

This policy includes anyone who purchased a payable CPD session via Cavendish Imaging.

The Director of CBCT and Small Volume Imaging and the Education Lead are responsible for implementing this policy.

Any member of staff who receives a call regarding a refund of a payable CPD session, must direct the query to the Director of CBCT and Small Volume Imaging or the Education Lead.

6.POLICY DETAILS

Non-Refund Policy Consent Form

This document outlines the terms and conditions regarding our **Non-Refund Policy**. By booking your place on any of our payable courses you acknowledge that you have read, understood, and agree to the policy as described below.

Non-Refundable Purchases

All course purchases are final. Refunds will not be issued under any circumstances, including but not limited to:

- Change of mind.
- Dissatisfaction with the course.
- Failure to complete the course within the specified time.
- You found that the course did not cover your GDC/GMC/HCPC requirements.
- Being unable to attend the course date booked. In this instance, if the date of the course has not passed, you can swap your space on the course with a colleague with equivalent qualifications who has not yet purchased that course.

Exceptions to the Policy

Exceptions to this policy, if any, will be made at the sole discretion of the Cavendish Imaging director of CBCT and Small Volume Imaging and must be documented in writing. Verbal agreements will not constitute a valid exception.

Customer Responsibility

It is the responsibility of the delegate to ensure they understand the nature of the course including their GDC/GMC/HCPC requirements. If you have questions or concerns, please contact education@cavendishimaging.com before completing your transaction.

Agreement to Terms

By purchasing a course, you confirm that:

- You have read and understood this non-refund policy.
- You agree to abide by the terms outlined in this policy.
- You release Cavendish Imaging from any liability or disputes regarding refund claims for this purchase.

Acknowledgment

By purchasing any payable course, I acknowledge that I understand this non-refund policy. I agree to these terms and conditions and confirm that I will not request or demand a refund for any course purchased.

7. TRAINING

There are no training requirements involved for the implementation of this policy by staff members. Those responsible for implementing this policy (Director of CBCT and Small Volume Imaging and the Education Lead) are aware of their duties.

8. CONTACT DETAILS

Education Lead – education@cavendishimaging.com
Director of CBCT and Small Volume Imaging – 0207 935 2777

9. REFERENCES

[Cavendish Imaging Education Website](#)

[Level One \(Core\) CBCT Training in Dental CBCT](#)

[Level Two \(Further\) Training in Dental CBCT Justification and Interpretation](#)

[Guidance Notes for Dental Practitioners on the Safe Use of X-Ray Equipment](#)

<https://education.cavendishimaging.com/course/1159/Level-One-CBCT-Refresher/>

<https://education.cavendishimaging.com/course/1154/Reporting-With-Confidence-After-Level-Two---Kick-Off/>

10. LINKS TO OTHER CORPORATE DOCUMENTS

No associated documents.

11. Equality Impact Assessment Form

Policy/Procedure/Decision Title:	
Non-Refund Policy for Educational Events	
Policy/Procedure/Decision Owner:	
Chloe Barrett – Education Lead	
Date of Assessment:	22/07/2026
A. Policy/Procedure/Decision Description	
Briefly describe the policy, procedure, or decision that is being assessed.	
This policy has been implemented to ensure that all processes meet the needs of the individuals with protected characteristics.	
B. Protected Characteristics	
Please indicate which protected characteristics are relevant to this policy, procedure, or decision.	
Tick all that apply.	
Age: This refers to any age group, including both younger and older individuals, and protects people from discrimination based on their age.	X
Disability: This includes any physical or mental impairment that has a substantial and long-term negative effect on a person's ability to perform daily activities.	X
Gender reassignment: People who are in the process of, or have already undergone, a gender transition.	X
Marriage and civil partnership: Individuals who are married or in a civil partnership	X
Pregnancy & Maternity: On the basis of pregnancy, childbirth, and maternity leave.	X
Race: This includes any ethnic or national origin, colour, or nationality	X
Religion or Belief: Any religion or beliefs, whether they are religious or non-religious.	X
Sex: This refers to a person's biological sex or gender	X
Sexual Orientation: Any orientation, whether they are gay, lesbian, bisexual, or heterosexual.	X
Carer: Someone who provides support and assistance to a person who is unable to care for themselves due to disability, illness, age, or other factors.	X

C. Potential Impact Analysis
1. Who will be affected by the policy, procedure, or decision?
Anyone who attends any of the payable CPD courses (delegates)
2. What are the potential positive impacts of the policy, procedure, or decision?
Delegates are made aware of this policy before paying for courses. This transparency will allow the delegate an informed choice prior to purchase of a course.
3. What are the potential negative impacts of the policy, procedure, or decision?
N/A
4. For each potential negative impact identified, please answer the following questions:

a) Which groups will be adversely affected?	N/A
b) What will be the adverse impact?	N/A
c) Is the adverse impact directly related to a protected characteristic?	N/A
d) Is the adverse impact unavoidable or is it possible to mitigate or eliminate it?	N/A

D. Stakeholder Consultation

1. Who are the stakeholders for this policy, procedure, or decision?
The delegates
2. How were stakeholders consulted?
The delegates will be informed of the policy prior to paying for the course.
3. What were the views and opinions of stakeholders on the policy, procedure, or decision?
That they are happy that they are made aware of the policy before making the course purchase.

E. Analysis

1. Based on the potential impact analysis and stakeholder consultation, what are the main findings of the EqIA?
That the EqIA is in line with the equality act
2. How does the policy, procedure, or decision promote equality and eliminate or mitigate any adverse impact?
The procedures outlined in this policy ensure protected characteristics aren't affected in the policy by protecting equality.

F. Review

1. When will this policy, procedure, or decision be reviewed?
Annually or sooner, if required.
2. What measures will be taken to ensure that the policy, procedure, or decision remains free from discrimination and promotes equality?
That the EqIA is reviewed every time it is needed to be, or sooner if required.

G. Approval

1. EqIA completed by:	
Name:	Chloe Barrett
Position:	Education Lead
Date:	22/07/2026
2. EqIA reviewed and approved by:	
Name:	Veronique Sauret-Jackson
Position:	Director of CBCT and Small Volume Imaging
Date:	22/07/2026

12. APPENDICES

No associated appendices.