

## TJB PUBLISHING LIMITED WITHDRAW AND REFUND POLICY 2025

A candidate who is withdrawn from a competition or who does not attend Maybe eligible for a partial refund under certain circumstances.

The candidate may be re-entered at the next competition session.

A new entry with full payment must be submitted.

A cancellation of the entry fee already paid cannot be transferred from one session or student to the next.

Listed circumstances

Injury or illness

A fee refund of up to 100% may be given, provided that the withdrawal is notified to TJB publishing in writing/email as soon as possible. This should be sent no later than the day of the competition and must be supported by documentary evidence. This should normally be a medical certificate, however a letter from someone in authority such as a headteacher or school nurse, confirming the candidates in disposition or injury may also be accepted.

Exceptional Personal Circumstances

A discretionary fee refund may be given on compassionate grounds if a candidate is withdrawn due to exceptional personal circumstances, such as bereavement, family crisis or personal trauma. The application for discretionary refunds must be made in writing by the applicant no later than the day of the competition with full details, substantiating the request for an exceptional refund on compassionate grounds.

Non-attendance due to circumstances beyond the candidates control

The non-attendance should be reported to TJB publishing immediately and no later than the day of the competition, so that every effort can be made to reschedule. Should rescheduling not be possible and in the case of non-attendance in the competition the applicant may apply for a discretionary partial refund of up to 100% but must do so writing/email as soon as possible with full details substantiating the request for an exceptional refund.

Examples of reasons for withdrawal for which no refund will be made:

Inconvenient competition date

Candidate not ready for the competition

Difficulties finding an adult accompanying a student to a winners, masterclass or presentation

Candidate on holiday at time of exam

Candidate cancelling to prioritise another event

Candidate on school trip