

Refund and Cancellation Policy

1. Cancellation or Postponement by the Programme Organiser, Creative Talent Foundation (CTF)

- 1.1. **Cancellation by CTF:** Where CTF cancels the Cohort before its commencement, Participants shall be entitled to a full refund of all Programme fees actually paid, which shall be processed in accordance with the Refund Processing Clause of this Policy.
- 1.2. **Postponement by CTF:** Where CTF postpones the Cohort, the Participant's enrolment and fees paid shall automatically be transferred to the rescheduled Cohort. A Participant who is unable to participate in the rescheduled Cohort may request a full refund of the Programme fees paid, which shall be processed in accordance with the Refund Processing Clause of this Policy.

2. Cancellation by Participant

A Participant may cancel their enrolment in the Programme by providing written notice of cancellation to the Programme Organiser, Creative Talent Foundation (CTF) through the approved channel. The effective date of cancellation shall be the date on which the Programme Organiser receives the Participant's written notice, provided that the notice is received on or before the applicable deadline set out in this Clause.

3. Refund Entitlement

Subject to the terms of this Clause, where a Participant cancels their enrolment before the commencement of the Cohort, the Programme Organiser shall refund the applicable portion of the fees actually paid by the Participant, based on the date on which the cancellation becomes effective.

- 3.1. Where a cancellation is made within fourteen (14) calendar days (cooling-off period) from the date on which the applicable Programme fees were paid, and in any event before the commencement of the Cohort, the Participant shall be entitled to a full refund of the fees paid, less any non-refundable payment processing, transaction, bank or other third-party charges actually incurred by the Programme Organiser in connection with the payment.
- 3.2. For cancellations made after the fourteen (14)-day cooling-off period, the Participant shall be entitled to the applicable refund determined by the Programme Organiser in accordance with the cancellation period applicable on the date the cancellation is received. The applicable refund shall be calculated on the Programme fees actually received by the Programme Organiser and shall not include any separate third-party charges, taxes, transaction fees or other amounts that are non-refundable or have already been incurred in connection with the Participant's enrolment.
- 3.3. For the avoidance of doubt, the fourteen (14)-day cooling-off period shall not extend or override the cancellation periods set out below, and any cancellation received on or after 30 November 2026 shall be subject to the applicable refund

percentage corresponding to the date of cancellation, irrespective of whether the Participant remains within the fourteen (14)-day period.

4. Cancellation Periods and Refund Calculation

Where a Participant cancels their enrolment after the fourteen (14)-day period specified in Clause 2, the following refund provisions shall apply:

4.1. Cancellation after 14 days but made on or before 30 November 2026:

The Participant shall be entitled to a refund of ninety per cent (90%) of the Programme fees paid. A cancellation fee of ten per cent (10%) of the Programme fee shall be retained by the Programme Organiser to account for administrative and programme preparation costs and the costs and commitments associated with reserving the Participant's place, provided that the Participant's place may reasonably be reallocated to another eligible participant at this stage.

4.2. Cancellation between 1 December 2026 and 31 December 2026 (both dates inclusive):

The Participant shall be entitled to a refund of seventy-five per cent (75%) of the Programme fees paid. A cancellation fee of twenty-five per cent (25%) shall be retained by the Programme Organiser in recognition of the increased administrative, selection, preparation and programme-related commitments associated with the Participant's withdrawal at this stage, including the reduced likelihood of reallocating the Participant's place.

4.3. Cancellation between 1 January 2027 and 15 January 2027 (both dates inclusive):

The Participant shall be entitled to a refund of fifty per cent (50%) of the Programme fees paid. A cancellation fee of fifty per cent (50%) shall be retained by the Programme Organiser to account for costs and commitments already incurred in connection with enrolment, participant onboarding, House formation and other preparations for the Cohort.

4.4. Cancellation between 16 January 2027 and 31 January 2027 (both dates inclusive):

The Participant shall be entitled to a refund of twenty-five per cent (25%) of the Programme fees paid. A cancellation fee of seventy-five per cent (75%) shall be retained by the Programme Organiser, having regard to the substantially advanced stage of final enrolment, House formation, programme preparation and the commitment of the Participant's place.

4.5. Cancellation on or after 1 February 2027:

The Participant shall not be entitled to any refund of Programme fees paid. The Cohort is scheduled to commence on 6 February 2027 and, from 1 February 2027, places shall be deemed committed and the Cohort substantially finalised. Accordingly, the Programme Organiser shall have no obligation to refund any portion of the Programme fees where cancellation occurs on or after that date, subject only to any rights expressly provided under this Agreement or applicable law.

5. Transfer and Deferral

- 5.1. Except as otherwise expressly provided in this Agreement or required by applicable law, a Participant who cancels their enrolment on or after 1 February 2027 shall forfeit all Programme fees paid. However, a Participant who is unable to participate in the Cohort after the applicable refund period has expired may, subject to the Programme Organiser's prior written approval, request either:
- a transfer of their place to another person who satisfies the Programme's eligibility and selection requirements; or
 - a deferral of their participation to a subsequent cohort, subject to the availability of places and such other terms and conditions as the Programme Organiser may reasonably determine.
- 5.2. Neither transfer nor deferral shall be automatic or constitute an entitlement of the Participant. The Programme Organiser shall have discretion to approve or decline a request having regard to, among other things, the composition of the Cohort, House formation, programme capacity, eligibility requirements and administrative considerations.
- 5.3. Any approved transfer or deferral shall not entitle the original Participant to a cash refund unless otherwise expressly agreed in writing by the Programme Organiser. Where a transfer or deferral to a subsequent cohort involves an increase in Programme fees, the Participant or transferee, as applicable, shall be responsible for paying the applicable difference before participation in the relevant cohort.

6. Participant's Failure to Attend

A Participant's failure to attend, participate in or complete the Programme, whether voluntarily or for personal reasons, shall be treated as a cancellation for the purposes of this Clause and shall not entitle the Participant to a refund except where the applicable cancellation notice was received within a refund period expressly provided under this Clause.

7. Refund Processing

- 7.1. Where a refund is due under this Clause, the Programme Organiser shall process the applicable refund within thirty (30) Business Days from the date of receipt of the Participant's written cancellation notice, subject to confirmation of the cancellation and determination of the applicable refund amount.
- 7.2. The applicable refund shall be calculated based on the Programme fees actually received by the Programme Organiser from the Participant and shall exclude any separate third-party charges, taxes, payment processing or transaction fees, bank charges, or other amounts that are non-refundable or have already been incurred in connection with the Participant's enrolment.
- 7.3. Refunds shall, where reasonably practicable, be made using the same payment method used for the original payment. The Programme Organiser shall not be responsible for any delay in the receipt of a refund caused by the Participant's



bank, payment processor, payment service provider, or any other third party involved in processing the refund.

8. Discretionary Exceptions

Notwithstanding the foregoing, the Programme Organiser may, in exceptional circumstances and at its sole discretion, approve a transfer, deferral, partial refund or other accommodation outside the terms of this Clause. Any such decision shall be made on a case-by-case basis and shall not create a precedent or establish any continuing right or entitlement for the Participant or any other person.

9. Approved Channel for Cancellation and Refund Requests

9.1. All notices of cancellation and requests for a refund must be submitted in writing to:

Creative Talent Foundation

Email: Info@creativetalentfoundation.org

Website: www.cbaforafrica.org

9.2. A cancellation or refund request shall only be deemed received when it is successfully delivered to the designated email address above. For the avoidance of doubt, communications sent through any other channel shall not constitute valid notice of cancellation or a request for a refund unless expressly acknowledged in writing by the Programme Organiser.