

CPR Refund & Cancellation Policy

(For the Care Professional Register)

1. Cooling-Off Period

Registrants who sign up for the Care Professional Register (CPR) have a 14-day cooling-off period from the date of registration. During this period, you may cancel your registration and receive a full refund.

- The cooling-off period starts from the date the registration is confirmed, not from the payment date.
 - If you choose to cancel within this period, you will receive a full refund of the registration fee.
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2. How to Cancel During the Cooling-Off Period

To cancel your registration during the cooling-off period, you must notify us in writing by email to:

[Insert CPR email address]

Please include:

- Full name
- Registration number (if applicable)
- The date you registered
- A clear statement that you wish to cancel your registration

Refunds will be processed to the original payment method.

3. Cancellation After the Cooling-Off Period

If you decide to cancel your registration after the cooling-off period:

- You will not be eligible for a refund.

- Your registration will be removed from the Care Professional Register once your cancellation is processed.
 - Access to the public register listing will be revoked immediately.
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4. No Refunds After the Cooling-Off Period

Once the cooling-off period has passed, no refunds will be issued for any reason. This includes cases where the registrant decides to withdraw or disqualify themselves from the register before the registration period ends.

5. Refund Exceptions

Refunds may only be issued in the following circumstances:

- If CPR has made an error in processing the registration (e.g., duplicate charges).
 - If required by law (e.g., if CPR cannot provide the service as described).
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6. Renewal Policy

Registrations are typically valid for 12 months from the date of initial registration. If you choose not to renew your registration at the end of the term:

- You will need to cancel before the renewal date to avoid being charged.
 - Renewals are non-refundable once processed.
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7. Privacy & Data Use

CPR processes your personal data in accordance with UK data protection laws, including the Data Protection Act 2018. Your data will be used for the sole purpose of maintaining your registration and will not be shared with third parties, except as required by law or for operational purposes.

8. Acceptance of Terms

By registering on the Care Professional Register, you agree to the terms of this Refund & Cancellation Policy as well as the Terms & Conditions governing the use of the Register.