

Refund & Cancellation Policy

Last Updated: 27 September 2026

At UniSphere Private Limited, we charge for the professional services and support we provide. We do not guarantee outcomes that are outside our control.

Our refund policy is designed to be simple, transparent and fair to both students and UniSphere.

1. Your 14-Day Cooling-Off Right

Where a statutory cancellation right applies to your purchase, you normally have 14 days from entering into the service contract to cancel without giving a reason.

You may choose to:

A. Wait before starting the service

If you do not ask UniSphere to begin providing the service during the 14-day period, your paid service will normally begin after the cooling-off period.

If you cancel during the applicable cooling-off period before the service has started, you will receive the refund required by law.

OR

B. Ask UniSphere to start the service immediately

If you expressly ask UniSphere to begin providing the service before the end of the 14-day cooling-off period, we may begin the service before that period has ended.

You will still have any statutory cancellation rights that apply during the cooling-off period.

If you cancel during that period after the service has started, UniSphere may retain a reasonable and proportionate amount for the services actually provided up to the time you cancel, as permitted by law. Any remaining amount that is legally refundable will be refunded.

UniSphere will not apply an arbitrary or punitive cancellation charge.

2. After the 14-Day Cooling-Off Period

Once the applicable cooling-off period has ended, UniSphere will have commenced or committed resources to providing your service, including professional staff time, counselling, administration, application support, student-dashboard services and other resources included in your package.

After this period:

Refunds are not normally available simply because you change your mind or decide that you no longer wish to continue with the service.

This does not affect any statutory consumer rights that cannot legally be excluded.

3. Outcomes Outside UniSphere's Control

UniSphere provides professional guidance, preparation and support. We do not control decisions made by universities, government authorities, visa authorities, accommodation providers, financial institutions or other third parties.

A refund is therefore not normally available because of an external outcome, including:

- university or course rejection;
- changes to university requirements;
- CAS decisions or delays;
- visa refusal or delay;
- student loan or finance decisions;
- scholarship decisions;
- accommodation availability or refusal;
- changes in travel arrangements;
- changes in academic circumstances;
- changes in employment or career circumstances;
- changes in immigration or government rules;
- political, economic or geopolitical events, natural disaster or
- a decision by the student to postpone or no longer study abroad.

These circumstances do not, by themselves, mean that UniSphere has failed to provide its contracted service.

Where reasonably practical, UniSphere may offer a **deferral to a later intake or another suitable solution**. Any such arrangement will depend on the circumstances and the services involved.

4. Personal or Family Circumstances

We understand that unexpected circumstances can happen.

Examples may include family emergencies, illness, financial difficulties or other significant personal circumstances.

After the applicable cooling-off period, these circumstances do not automatically create a right to a refund.

However, where reasonably practical, UniSphere may consider alternatives such as a deferral or transfer of the student's journey to a later intake.

Any statutory rights that apply will remain unaffected.

5. If UniSphere Fails to Provide the Agreed Service

UniSphere is committed to providing the services included in the package purchased by the student with reasonable care and skill.

If we fail to provide an agreed service, please contact us as soon as possible.

Depending on the circumstances and what is required by law, UniSphere may:

- correct or repeat the service;
- provide the missing service;
- offer an appropriate alternative solution; or
- provide a refund or price reduction where legally required.

The amount of any refund or price reduction will depend on the service affected and the circumstances.

6. Student Responsibilities

Students are responsible for providing accurate information and documents, responding to UniSphere communications and completing actions within relevant deadlines.

UniSphere is not responsible for consequences caused by a student's failure to:

- provide required information or documents;
- respond to requests;
- meet deadlines;
- follow reasonable guidance; or
- complete actions that remain the student's responsibility.

Such circumstances do not normally create a right to a refund after the applicable cooling-off period.

7. Third-Party Payments

Fees paid directly to universities, government authorities, visa services, accommodation providers, travel providers or other third parties are governed by the relevant third party's own terms.

UniSphere cannot guarantee or control refunds from third parties.

Where UniSphere has paid a third-party cost on a student's behalf with the student's authority, any refund will depend on the third party's applicable terms.

8. No Guaranteed Outcomes

Payment for a UniSphere package is payment for professional services and support.

It is **not** payment for a guaranteed outcome.

UniSphere does not guarantee:

- university admission;
- an offer;
- a particular course or university;
- a scholarship;
- CAS issuance;
- a visa;
- accommodation;
- employment;
- an internship; or
- any particular academic or career outcome.

9. Statutory Rights

Nothing in this policy removes, restricts or excludes any statutory consumer right that cannot legally be excluded or limited.

If applicable law provides you with a right to a refund, cancellation, price reduction or other remedy, that right will continue to apply.

10. How to Request a Cancellation or Refund

To request cancellation or a refund, contact:

Email: info@unisphere.org.uk

Please provide your name, the service or package purchased and the date of purchase.

UniSphere will review the request and respond in accordance with this policy and applicable law.

Where a refund is legally due, it will be processed within the timeframe required by law.

11. Our Principle

Our approach is simple:

You pay for the professional service we provide. We do not charge you for an outcome we do not control.

We aim to protect students' legal rights while also fairly recognising the professional time, resources and support that UniSphere commits to each student journey.

UniSphere Private Limited

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