POLICY

Refund policy

Effective 25 October 2026 · Techstep Academy, Blackheath, Cape Town

IN SHORT

- **36 hours.** Request a refund in writing at least 36 hours before the lesson.
- **No refund once lessons have begun**, or once third parties have been booked and paid.
- **Bank and payment charges are not refunded**, including third-party payment provider charges.

01 Who this policy applies to

This policy applies to every payment made to Techstep Academy: full courses (Levels 1 to 5 and the full pathway), private one-on-one lessons, corporate and team training, and programmes for schools, NPOs and community groups, however you booked (online, by WhatsApp, by email or in person).

02 How to request a refund

Send your request in writing by email to admin@techstep.co.za or by WhatsApp to 078 849 1129. Include your full name, the course or lesson you booked, the amount paid, and the bank account the refund should be paid into.

Your request must reach us at least 36 hours before the start of the lesson. For a course, this means 36 hours before the first lesson. For private lessons, it means 36 hours before the lesson you want to cancel.

The time we receive your email or WhatsApp message is the time that counts. We will confirm that we have received your request.

03 When refunds are not given

Once lessons have begun. When the first lesson of your course has started, no refund is given for the course, including for lessons you miss or do not attend.

When the request reaches us less than 36 hours before the lesson.

Once third parties have been booked and paid. When we have booked and paid a third party for your training, such as a venue, equipment or laptop hire, software licences, printing, catering or an external facilitator, no refund is given.

04 Bank and payment charges

Bank charges are not refunded, because they are charges already incurred. This includes the fees charged by your bank or ours for EFTs, deposits and card payments.

It also includes payments made through our third-party payment providers, such as card machines, payment links and online payment gateways, and the charges those providers deduct.

These charges are deducted from any refund we pay.

05 How refunds are paid

Approved refunds are paid by EFT within 14 days of approval, into the bank account in the name of the person who made the payment.

We do not pay refunds in cash.

06 If Techstep Academy cancels

If we cancel or postpone a course or lesson, you choose between a full refund of the amount you paid and a place in the next available intake or lesson.

07 Your rights

Nothing in this policy limits any right you have under the Consumer Protection Act, 2008, or any other South African law.

EXAMPLES

How the policy works in practice

SITUATION	OUTCOME
You cancel 3 days before your first lesson. No third parties have been booked.	Refunded, less bank and payment charges
You cancel a private lesson 48 hours before it starts.	Refunded, less bank and payment charges
You cancel 20 hours before your first lesson.	No refund
You attend the first lesson, then decide to stop.	No refund
A company cancels on-site training after we have booked and paid for venue and laptop hire.	No refund
Techstep Academy postpones your course.	Full refund, or a place in the next intake

QUESTIONS OR REFUND REQUESTS

EMAIL
admin@techstep.co.za

WHATSAPP
078 849 1129

CALLS
061 652 1156

WEBSITE
www.techstep.co.za

Techstep Academy may update this policy. The version in force on the date you paid applies to your booking.