

Cancellation Policy.

1. Purpose

This policy sets out the procedures and conditions for cancelling your subscription to the Kelp. Learning Management System (LMS), ensuring a straightforward and transparent process for our Users.

2. Scope

This policy applies to all individuals and organisations who subscribe to the Kelp. LMS platform.

We offer two subscription plans:

- **Annual Plan:** A one-year subscription billed annually.
- **Three-Year Plan:** A three-year subscription billed annually.

Discounts for bundled packages are calculated at the checkout and are detailed in the terms and conditions of your agreement.

3. Cancellation Request Procedure

- **Subscription Fees:** Sub
- **Submission of Request:** Subscribers must submit a cancellation request through the Kelp. LMS portal or by contacting our customer support team.
- **Required Information:** Your cancellation request must include your account details, the reason for your cancellation, and your preferred cancellation date.
- **Notice Period:**
 - For **Annual Plans**, individual subscribers must provide written notice of a significant change in circumstances to be considered for early cancellation. Standard cancellation requests for annual subscriptions must be submitted at least 30 days before the annual renewal date.
 - For **Three-Year Plans**, as these are discounted, cancellation before the end of the three-year term is generally not permitted except in exceptional circumstances (see section 6).
- **Confirmation of Cancellation:** The Kelp. support team will acknowledge receipt of your cancellation request within 2 working days. You will receive a final confirmation email once your cancellation has been processed.

4. Refund Policy

- **Annual Subscriptions:** Refunds are only provided if cancellation is requested within 48 hours of your initial purchase of an annual subscription.
- **Three-Year Subscriptions:** As these plans offer a significant discount for the longer commitment, no refunds will be issued for cancellations of three-year subscriptions.

5. Access After Cancellation

Upon cancellation, you will continue to have access to your Kelp. LMS account until the end of your current billing period. All your data and progress will be securely deleted 30 days after the cancellation date.

6. Exceptional Circumstances

In cases of suspected fraud, violation of our terms and conditions, or misuse of the Kelp. LMS platform, we reserve the right to terminate your subscription without prior notice and without providing a refund.

We understand that unforeseen circumstances can arise. Special cases, such as serious medical emergencies or other significant and unexpected events, may be considered for a partial refund on a case-by-case basis. Any such requests must be accompanied by appropriate supporting documentation.

7. Contact Information

If you have any further questions or wish to initiate a cancellation, please contact our support team at support@kelp.yachts.

8. Policy Review & Updates

This policy will be reviewed annually and may be updated as deemed necessary by the Kelp. LMS administration. Any changes to this policy will be communicated to our subscribers.