

Learner Guarantee and Refund Policy

Certified AI-Ready Professional (CAIRP) Program

Issued by Just Dawn Love, LLC | Version 1.0 | Effective September 15, 2026 | Policy owner: Dawn Love, CEO/Founder

1. Purpose and scope

This policy sets out what every learner can expect from the Certified AI-Ready Professional (CAIRP) Program, and what we will do if we fall short. It applies to anyone enrolled in a CAIRP cohort, whether they paid for their own place or their place was paid for by an employer or partner organization.

The CAIRP Program is a seven-week, instructor-led program delivered live in seven two-hour sessions (14 contact hours), with structured assignments between sessions. Depending on the cohort, sessions are held in person or live online. This policy applies equally to both.

2. What we guarantee

These are commitments we can be held to. Each one can be checked against our program records.

- **Live teaching, every session.** All seven sessions are taught live, in person or online, by Dawn Love, who designed the program. Sessions are never replaced by pre-recorded video, and sessions are not recorded.
- **Your materials before you start.** You will receive the Student Workbook and your joining or venue instructions before Session 1.
- **Practice, not just presentation.** Every module includes hands-on practice with AI tools, a “Check the AI” exercise in which you find the faults in an AI response, and a Skills Check reviewed by the instructor.
- **Feedback on your work.** You will receive instructor feedback on each Skills Check and on your capstone project.
- **Current content.** AI tools change quickly. Program materials are reviewed and updated before each new cohort begins, and material changes are logged.
- **Support between sessions.** Questions sent to dawn@dawnloveai.com will be answered within two business days.
- **No lost learning time.** If we have to cancel or cut short a session, we will reschedule it so that you still receive the full 14 contact hours.
- **A clear route to your certificate.** The completion requirements are given to you in writing before Session 1. If you meet them, you will receive your certificate within 14 days of the final session.

3. Satisfaction Guarantee

We want you to be able to judge the program by taking part in it. If you attend Session 1 and you are not satisfied that the program is delivering what this policy and the program outline promise, you may withdraw and receive a full refund of your tuition.

To use the guarantee, email dawn@dawnloveai.com before Session 2 begins, and tell us briefly where the program fell short. We ask for the reason because we use it to improve the program; your refund does not depend on us agreeing with it.

4. Cancellations and refunds at a glance

When you tell us	What you receive
Within 72 hours of enrolling (and before Session 1)	Full refund of everything paid, including the application fee.
After 72 hours, up to 7 days before Session 1	Full refund of tuition. The application fee is not refunded.
Fewer than 7 days before Session 1, or after attending Session 1	Covered by the Satisfaction Guarantee (Section 3): full refund of tuition if requested in writing before Session 2 begins. The application fee is not refunded.
After Session 2 begins	No refund. You may transfer once, free of charge, to a later cohort starting within 12 months.
We cancel the cohort, or change the schedule, venue or delivery format and you cannot attend	Your choice of a full refund of everything paid, including the application fee, or a free transfer to a later cohort.

The application fee covers the cost of processing your enrollment. It is refunded only where the table says so.

Sponsored places. If an employer or partner organization paid for your place, any refund is made to that organization. A sponsor may give an unused place to another learner at any time before Session 1.

Circumstances outside your control. If serious illness, bereavement or a similar event stops you from continuing after Session 2 has begun, contact us. We will offer a free transfer to a later cohort and will consider a partial refund case by case.

5. How to request a refund

1. Email dawn@dawnloveai.com with your name, your cohort start date and your reason.
2. We will acknowledge your request within three business days.
3. We will give you a written decision within ten business days of your request. We may contact you first if we need to clarify anything.
4. Approved refunds are paid to the original payment method within 30 days of the decision.

6. If you are unhappy but do not want a refund

Please tell us as early as you can, during a session or by email, so that we can put things right while the program is still running. If the matter is not resolved informally, you may make a formal complaint under our Complaints Procedure, which explains how complaints are investigated and how to appeal.

7. How we use what we learn

Every refund request, guarantee claim and complaint is recorded in a log, with the reason given and the outcome. Dawn Love reviews the log, together with learner feedback survey results, before each new cohort begins. Changes made to the program as a result are recorded in the program's version log.

8. Where to find this policy

This policy is published at dawnloveai.com under The DawnLoveAI Institute tab, is linked from the enrollment page, and is sent to every learner with their enrollment confirmation.

9. Review

This policy is reviewed before each new cohort begins, and at least once a year.

Approved by: Dawn Love, CEO/Founder, The DawnLoveAI Institute
2026 Next review due: September 15, 2027

Date approved: September 18,