

Payment and Refund Policy

How payments are taken across Today Digital platforms, what we keep, and when a refund is available.

Version	2.0	Last reviewed	August 2026
Effective date	14 August 2026	Payment processor	Stripe

ABOUT THIS DOCUMENT

This policy explains how Today Digital Ltd handles payments and refunds across its platforms. It applies to all transactions processed through Today Digital platforms, including awards entry fees, event ticket purchases, and platform subscriptions.

Read it alongside the [Master Terms of Service](#) and the specific terms for the platform through which you are transacting. For B2B commercial contracts (advertising, sponsored content, and marketing services), the fees and payment provisions in the relevant Standard Terms and Conditions apply.

Contents

1	Who handles payment	6	Subscriptions and platform access
2	What we retain after payment	7	B2B commercial contracts
3	Currencies and taxes	8	Failed payments
4	Awards entry fees	9	Fraud and chargebacks
5	Event tickets	10	Contact

1 Who handles payment

Today Digital Ltd does not directly handle, store, or process card payment data. All card transactions are processed by Stripe, our third-party payment processor.

When you make a payment on a Today Digital platform, you are directed to a Stripe-hosted checkout page or a Stripe-embedded payment form. Your card details are entered directly into Stripe's systems. Today Digital Ltd never sees your full card number, CVV, or card expiry date.

Stripe is PCI DSS compliant. Their privacy policy is available at stripe.com/privacy.

2 What we retain after payment

After a successful payment, Today Digital Ltd retains the following transaction records:

- A Stripe session identifier and payment intent identifier
- The amount paid, currency, and tax amount
- The item or items purchased (for example, the awards category entered)
- Payment status (paid, pending, failed, refunded)
- Invoice and receipt URLs generated by Stripe

We do not retain card numbers, CVV codes, or card expiry dates. Transaction records are retained for seven years for financial record-keeping purposes in accordance with the Companies Act 2006.

3 Currencies and taxes

UC Awards and CX Awards (UK-facing). Entry fees are charged in Pounds Sterling (GBP). Prices shown include VAT where applicable. VAT receipts are available on request.

Today Digital Inc commercial contracts (US-facing). Fees are charged in US Dollars (USD). Applicable taxes are the responsibility of the Client as set out in the Today Digital Inc Standard Terms and Conditions.

Prices displayed on our platforms are final at the point of checkout. We reserve the right to adjust pricing between award cycles or between subscription periods, with reasonable notice.

4 Awards entry fees

4.1 When fees apply

Entry fees for UC Awards and CX Awards are stated clearly on the entry form before you submit. You will not be charged without being shown the fee and completing the checkout process.

4.2 Payment timing

Entry fees are due at the point of submission unless a purchase order or deferred payment arrangement has been agreed in writing with the Today Digital team. Contact team@todaydigital.com to discuss deferred payment for high-volume entry programmes.

4.3 Refunds on entry fees

Entry fees are non-refundable once payment is confirmed, except in the following circumstances:

Category cancellation. If Today Digital cancels an entry category for any reason, a full refund of the entry fee for that category will be issued within 14 days.

Duplicate payment. If you are charged twice for the same entry due to a technical error, the duplicate charge will be refunded in full within 14 days of the error being identified.

Disqualification by Today Digital. If an entry is disqualified by Today Digital for reasons that are not the fault of the entrant (for example, the category scope was misrepresented), a full refund will be issued.

Refunds are not available where:

- An entry is disqualified because it contained false or misleading information
- An entry does not win, reach the final, or receive recognition
- You change your mind after submitting an entry
- An entry is withdrawn after submission at your request

4.4 Requesting a refund

To request a refund under one of the permitted circumstances, contact payments@todaydigital.com within 30 days of the triggering event. Include your entry reference number and the reason for your request. We will respond within five Business Days.

Approved refunds are returned to the original payment method via Stripe. Processing times are typically three to five Business Days but may vary depending on your card issuer.

5 Event tickets

Where Today Digital hosts live events, awards ceremonies, or other ticketed occasions, the following applies.

5.1 Ticket pricing

Ticket prices are stated clearly at the point of purchase. Prices include VAT where applicable.

5.2 Cancellation by the attendee

Tickets are non-refundable unless Today Digital cancels or postpones the event.

If you cannot attend, you may transfer your ticket to another named individual at no charge. To transfer a ticket, contact team@todaydigital.com with the new attendee's name and contact details at least five Business Days before the event.

5.3 Cancellation or postponement by Today Digital

If Today Digital cancels an event, ticket holders will be offered either a full refund or a credit towards a future event.

If Today Digital postpones an event, ticket holders will be offered the option to attend on the new date or to receive a full refund. Refunds will be issued within 14 days of the postponement announcement.

6 Subscriptions and platform access

Where Today Digital offers paid subscription access to a platform:

6.1 Billing

Subscriptions are billed in advance for the chosen period (monthly or annual). The billing date is the date on which you first subscribed. Renewal charges are applied automatically unless you cancel before the renewal date.

6.2 Cancellation

Cancellation rights and notice periods are governed by the terms of your subscription agreement or commercial contract with Today Digital Ltd. Please refer to your original agreement for the cancellation provisions that apply to your account.

Where no specific cancellation terms are set out in your agreement, you may cancel by contacting team@todaydigital.com. Cancellation will take effect at the end of the current billing period and you will retain access until that date. No refund is available for the remaining portion of the current billing period.

If you are unsure what cancellation terms apply to your account, contact team@todaydigital.com and we will confirm the position in writing before you take any action.

6.3 Refunds on subscriptions

Subscription fees are non-refundable except as expressly set out in your subscription agreement. This policy does not create any refund rights beyond those contained in your original contract with Today Digital Ltd.

Where no subscription agreement is in place and exceptional circumstances apply, contact team@todaydigital.com. We will consider such requests on a case-by-case basis but are not obliged to issue a refund outside the terms of an existing agreement.

6.4 Free trials

Where a free trial is offered, no payment is taken until the trial period ends. You may cancel during the trial period at no charge. If you do not cancel before the trial ends, your subscription begins automatically and the first billing period charge applies.

7 B2B commercial contracts

For businesses purchasing advertising, sponsored content, lead generation, or marketing services from Today Digital, the payment terms in the relevant Standard Terms and Conditions apply. These are:

- [Today Digital Ltd \(UK\) Standard Terms and Conditions](#) — fees in GBP, interest at 8% over Bank of England base rate
- [Today Digital Inc \(USA\) Standard Terms and Conditions](#) — fees in USD, interest at 12% per annum

Invoices are issued in accordance with the agreed payment method set out in the Quotation. Payment disputes must be notified within 20 days of receipt of an invoice.

8 Failed payments

If a payment fails, we will notify you by email and give you the opportunity to update your payment method. Access to paid features may be suspended until payment is received.

For subscription services, we will attempt to collect payment up to three times over a seven-day period before suspending access. You will be notified at each attempt.

9 Fraud and chargebacks

If you believe a charge to your card from Today Digital was unauthorised, contact your card issuer in the first instance. You may also contact us at payments@todaydigital.com so we can investigate from our side.

Where a chargeback is raised against a legitimate transaction, we reserve the right to suspend access to the relevant platform and to pursue recovery of the amount through appropriate means.

10 Contact

Payment queries and refunds:

payments@todaydigital.com

Legal: legal@todaydigital.com

B2B commercial queries:

team@todaydigital.com

Legal hub: todaydigital.com/legal

Today Digital Ltd — Payment and Refund Policy v2.0 ·
14 August 2026

Flint Glass Works, Jersey Street, Manchester,
England, M4 6JW

Company number 10494324 · ICO registration
ZA748829

todaydigital.com/legal