

## SCOLA REFUND POLICY (June 2009)

Unless there are exceptional circumstances, course fees will be refunded only if the course is CANCELLED or CLOSED prematurely by the College. Refunds will not be granted if you choose to withdraw part way through the course.

Refund forms are available from centres and the website and completed forms may be handed in to the centre where the class is held.

### Request for refund prior to course starting:

If you cancel your enrolment before the course starts and the College is able to fill your place on the course, then you will get a full refund, less an administration fee of £15. If, however, the College is unable to sell your place, you will not be entitled to a refund.

### Request for refunds relating to service failure:

Refund requests based on a complaint about the quality or level of service provided by the College, will be dealt with from the time received by the Principal of the College. If we substantiate your claim, you will receive a refund calculated from the date your complaint is received. If your claim is not substantiated, you will not be entitled to a refund. Should you wish to challenge the outcome of such a decision, you should write directly to the Principal.

### Requests for refunds relating to medical problems:

Will be dealt with from the date your doctor's letter/certificate is received at the College.

### Cancellation by the College:

If the College cancels your course prior to commencement, you will be entitled to a full refund of your fees. Pro-rata refunds operate for early closure for those students who have been in attendance for at least three consecutive weeks.

Alternatively, where enrolments have fallen below a viable minimum to run the class, students are given the option of running the class for fewer weeks without a refund, in preference to cancellation.

### Refund payments:

Refunds will be made by Credit Note, which will be valid for one year from the date of issue. A Credit Note will not be transferable to a third party. If under exceptional circumstances, at the discretion of the Principal, a monetary refund is agreed please allow a reasonable time to process your request. A cheque will be forwarded or if payment made by credit card the refund will be refunded by the same credit card details. Refunds for £10.00 or under may be made in cash.

### Transfers:

If you choose to transfer your enrolment, this is only possible within the same academic year. Enrolments cannot be transferred between students. If the College advises you, on academic grounds, to transfer to another SCOLA course more suited to your needs, no handling charge will be made.

*Requests for refunds should be in writing and be made to the Head of Enrolment Centre. Should you have any queries regarding the refund policy, these should be addressed to the Head of Centre in the first instance.*