

Refund Policy

Deposit payments

The deposit is non-refundable under any circumstance.

Some of the terms of the non-refundable deposit are: not being able to communicate at a level 1 standard where the qualification states this as mandatory, failing to attend, cancelling the course or not notifying us 48 hours before the course of any changes.

If you cannot **attend, cancel** or **fail to notify us** from the agreed course dates your deposit is non-refundable.

We require at least 48 hours' notice prior to the course start date from you, for us to be able to give alternative dates for another course otherwise you will lose your deposit.

You will have to pay a deposit again to rebook if you fail to attend or fail to notify us at least 48 hours before your appointment to reschedule as your deposit payment is used to register you with the awarding organisation.

You will **forfeit** your deposit if you cancel your booking at any time.

Remaining course fees

The standard time frame for calculating fee refunds is as follows:

Between 10 days and the start of the course:

100% (not including the non-refundable deposit)

From the start of the course, it will be worked out as follows:

Payment on the day of the course MINUS course days attended

The student registration fee will not be refunded under any circumstances

Temporary withdrawals/Interruption of Studies

Students who temporarily withdraw from the Centre are, by definition, expected to return. If a student intends to continue his/her studies from the point of withdrawal then he/she may request that his/her fees are carried forward, this will be at the discretion of the Director. Where fees are increased the student shall be expected to pay the difference.

Students who temporarily withdraw/interrupt their studies remain liable to pay any outstanding fees due to the Centre.

Fees shall be refunded (if applicable) to the source (person or organisation) paying the fees and not to any third party.

The provisions of this Policy allow for applications to be considered for refunds under the following circumstances only:

- Where, for any reason, ST Academy discontinues the programme of study for which the student is registered.
- Where the student withdraws because of their own serious illness. In which circumstances ST Academy will provide a justified absence form, and hold a place open for the student until as such time as they are able to recommence their studies within a time limit of 3 months

The decision as to whether to allow the student a refund will be made by the Director of ST Academy (or his/her nominee) at his/her absolute discretion, and only in extraordinary circumstances in accordance with this policy.