

COURSE FEES REFUND POLICY

Issue Date: 01.09.14

GENERAL

- Course administration fees of £30 apply for all paid-for courses and are included in the quoted course price.
- All course fees are payable in advance.
- All cancellation charges are payable immediately.

ENTITLEMENT TO REFUNDS

Course Administration Fee

- The Course Administration Fee is not refundable.

Written notice of cancellation one calendar month prior to course commencement

- The student will be able to secure a 100% refund following a minimum of one full calendar month's notice in writing (e-mail or letter) prior to course commencement, less Course Administration Fee.
- Only when written notification is received does cancellation become effective.
- This amount is only refundable where the student has paid 100% of fees. It is not proportionate to installment payments.

Written notice of cancellation two weeks prior to course commencement

- The student will be able to secure 50% refund following a minimum of two week's notice in writing (e-mail or letter) prior to course commencement, less Course Administration Fee.
- Only when written notification is received does cancellation become effective.
- This amount is only refundable where the student has paid 100% of fees. It is not proportionate to installment payments.

Notice later than two weeks prior to course commencement

- Refunds cannot be made with less than two weeks notice prior to course commencement.
- Once the course has started no refunds will be given.
- Failure to attend a course will be considered a cancellation and the full cost will be payable.
- Cancellation on the first day of the course is considered failure to attend.

ELATT STUDENT HANDBOOK POLICIES, RULES AND PROCEDURES

Cancellation of Courses by the Provider

Where ELATT is unable to offer a course or offer a reasonable alternative on the due start date or in a reasonable timeframe thereafter, the student will be entitled to a full refund including the £30 Course Administration Fee.