



## **Refunds and Transfers Policy**

The Centre wants its students to be on an appropriate course and to enjoy their learning. A full or pro rata refund or a transfer will be allowed in the following circumstances:

1. Where a student withdraws, for a valid educational reason, within three working days of the first meeting, from a course longer than four meetings.
2. Where a student gives ten working days' notice before the course starts.
3. Where the Centre cancels, reschedules or closes a course.

Please note that in the case of 1 and 2 above students must submit their request for a refund in writing. Forms are available from Reception or by emailing: [refundrequest@marywardcentre.ac.uk](mailto:refundrequest@marywardcentre.ac.uk)

Except under 3 above, course cancellation refunds are subject to an administration charge of £10 (£5 concession) and course transfer refunds amounting to £5.00 or less are not refundable. We aim to process refunds within 28 days. Cheques not cashed within six months of issue cannot be reissued.

Transfers are subject to any necessary adjustment of fees, room being available on the course and authorisation given by the tutor of the new course. In certain circumstances a transfer fee may be charged at the discretion of the Centre.

**The Centre cannot be held responsible for changes in students' personal circumstances which might prevent attendance.**

**The final decision rests with the Head of Adult and Community Learning.**