



2025 –26 Refunds and Transfer Policy

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

1. Where a student withdraws, for a valid educational reason, within 3 working days of the first meeting, from a course longer than four meetings.
2. Where a student gives 10 working days' notice before the course starts (cooling off period)
3. Where Mary Ward cancels, reschedules or closes a course.

In the case of Paragraphs 1. and 2. above, please submit a request for a refund in writing via our Contact Us form on our website

In the case of Paragraph 3. The refund will be applied automatically within the timeframe outlined below.

We aim to process refunds within 14 working days. Refunds are paid back on to the card that was used for payment.

Transfers are subject to any necessary adjustment of fees, space being available on the new course and authorisation given by the tutor of the new course.

Please note that:

- Transfers are non-refundable.
- The Centre cannot be held responsible for changes in students' personal circumstances which may prevent attendance and refunds will not be granted in these circumstances outside of the cooling off period (this includes sickness or change in employment circumstances).