



This is the Refunds & Withdrawals Policy of LVS Designs Training

Refunds

- Course fees will only be refunded in full if a course is cancelled by the Training Centre. If a course is closed prematurely a partial refund will be given based on the number of cancelled sessions. The Training Centre reserves the right to close any class on which insufficient students have enrolled.
- The decision to close classes may be made two weeks before the course is due to start and any time after it starts.
- If because of exceptional circumstances a student is unable to take up a place or complete a course a partial refund may be given. A student must complete and submit withdrawal form (along with any supporting documents like medical certificates) and any refund will be subject to an administrative charge of £50.
- If a refund is granted but a student has fees outstanding the refund will be used as a credit against fees due.
- In the event that a class tutor is ill every effort will be made to cover the class. If this is not possible the Training Centre will use reasonable endeavours to make up the lost time. In all such cases there shall be no entitlement to a refund.
- Refunds will not be given if the Training Centre has to close due to storm, flood, fire or other unforeseen emergency.
- If a student chooses not to take an examination on a course which had an exam fee included in the listed fee they will not receive a reduction or refund.
- Refunds can only be approved by the Centre Manger.
- If a student decides to move to a lower fee course there is no entitlement to a refund.
- If a student wishes his or her refund to be paid to a third party a letter of authorisation signed by the student must be sent with the refund request. This also applies if a third party has paid fees for a student.
- All applications for a refund can only be made during the academic year that the course ran, applications made after this time will not be considered.



Refund Policy

All students who are unable to complete a course, for any reason, may withdraw and may receive a refund of their course tuition dependent on the time conditions listed below. Only tuition costs will be refunded. Administrative/registration fees are non-refundable. The following determines the percentage of tuition fees to be refunded to the students:

- Courses dropped before the official course start date - 100% of tuition
- Courses dropped by the end of the first week/first day - 70% of tuition
- Courses dropped by the end of the second week/second day - 50% of tuition
- There are no refunds after the end of the third week/third day - 0%

Definitions

Representation	Explanation
Tuition	The cost of the course the learner has enrolled on.
Course duration	<ul style="list-style-type: none">• Days - courses less than 3 Weeks• Weeks - courses longer than 3 weeks.

Withdrawals

- If a student withdraws from a course they are still liable to pay the full course fee.
- If because of exceptional circumstances a student withdraws after starting a course they can apply to have their outstanding course fees deleted. A student must complete and submit an Exceptional Circumstances form (along with any supporting documents like medical certificates) and any withdrawal will be subject to an administrative charge of £50.
- Deletion of course fees can only be approved by the Centre Manager.
- If a student does not apply for a deletion of fees due to an exceptional circumstance or any application is refused then the Training Centre will take all necessary means to recovering the outstanding course fees which include the use of Debt Recovery firms.