

New London Educational Trust



Refund Policy

Version 4

January 2020

75-81, Sceptre House, Staines Road, Hounslow, London, TW3 3HW.

- 1.** On Admission, the course fee has to be paid in full or as agreed with the Trust, prior to the first day of each term for which it is due. All chargeable extras have to be paid separately.
- 2.** All learners studying on courses leading to external examinations have to pay an additional examination registration fee either to the Trust or to the Examination Body.
- 3.** Fees should be paid direct to the Trust in the form of Bank Transfer. Cash or card can be paid if the applicant is visiting the Trust in person. A signed receipt has to be obtained for any fee paid.
- 4.** An offer of a place is for a specific course in a specific intake. Fees paid will not be refunded or carried forward to another course or to another intake.
- 5.** The Trust reserves the right to withdraw a course after its commencement, due to any legal or regulatory issues. In such circumstances, learners will be offered an alternative course and fee paid will be transferred to the new course.
- 6.** The Trust reserves the right to change or withdraw any advertised course with four weeks' notice prior to the commencement date of the course whereupon any fee paid will be refunded in full unless the learner concerned chooses an alternative course.
- 7.** In the event of cancellation, for whatever reason, the following will apply:
 - i. Cancellations must be made in writing and will only be considered to have been made on the date on which they are received by the Operations Director.
 - ii. For cancellations received less than Four weeks before the commencement date there will be an administrative charge of £100 payable by the applicant.
 - iii. For cancellations received after the course commencement date, no fee refund will be given. In addition, any outstanding fees on the learner's account must be paid in full.
- 8.** Fees are not refundable if the learner stops attending the course, leaves the course before its completion or is suspended by the Trust.
- 9.** If an applicant has supplied any false documents or certificates he/she will be expelled from the Trust and any fee paid will not be refunded.
- 10.** The Trust reserves the right to expel a learner from the Trust for breaches of discipline. Any fee paid will not be refunded if such action is taken.
- 11.** The Trust reserves the right to expel a learner from the Trust if his/her presence would, in the opinion of the Trust, be detrimental to the well-being of the Trust staff, other learners or the Trust generally. Any fee paid will not be refunded if such action is taken.
- 12.** The Trust reserves the right to make changes at any time it deems necessary regarding admission, fees, policies, rules and regulations and academic programmes.
- 13.** No refund is due if there is an alteration to the course syllabus by the awarding body.

- 14.** Where a fee refund is due by the Trust, a minimum of 28 days from the date of submission of the required documentation is needed. No interest is paid on any refund payments.
- 15.** The contractual relationship between a learner and the Trust shall be governed by and construed in accordance with the law in England.