



# CANCELLATION, RETURNS AND REFUND POLICY

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## Introduction

This Cancellation and Refund Policy helps us to provide outstanding levels of service to all our customers.

## Policy

Customers making cancellations will be treated in a courteous and friendly manner at all times.

The Company will not hold customers liable for more than any reasonable costs already incurred up to the time of cancellation.

All cancelled classes will be invoiced if a charge is made making it clear to the customer what the cost is for.

The Company will always act responsibly with the interests of the customer in mind and work to keep all costs to the customer as low as possible.

### **If a customer cancels any lessons or courses**

**Before Course has started:** No charge will be made to that customer unless items ordered for that customer cannot be returned or incur handling charges to return. In this case the customer will be charged for the services or goods or the cost incurred for the return. If for any reason the student cannot fulfil his/her commitment to join a course and we receive written evidence at least 10 days prior to arrival, we will refund the fees received in full, less an administrative fee of £40. Where we receive this evidence, the refund will be paid to you within four weeks of you providing us with bank details and signed authorisation that the refund should be paid to that account. If written evidence of a refusal is received less than 10 days prior to arrival then the refund will be paid less the administrative fee and 50 percent of the course fee, unless in the case of visa refusal, in which case you must provide us with a Letter of Refusal from the Department of Immigration.

**Once Course has started :** No refund will be offered for classes that have already been attended. Books and other material may be refunded if not used. At the discretion of the company directors, refunds may be offered for classes paid for but not yet attended at the time of cancellation. We endeavour to accommodate changes and customer needs, however, there is no guarantee that courses and classes paid for and booked can be rescheduled and timings changed. This will always depend on staff availability and timetables. Refunds will be considered for classes that are not yet taken when a written request is presented to reception. Any request for a refund must be made in writing using the Refund Form.

A student on a 1-to-1 course can have their lesson rearranged at no extra charge if 24 hours' notice is given. Any cancellation within 24 hours will still be subject to the normal course fee. Rescheduling of 1-to-1 classes are dependent on the timetable and the teacher's availability.

HIL Liverpool acknowledges the importance and is compliant with the UK consumer right of a 14 day cooling off period for bookings made online or by phone. During the 14 days, the student can cancel for any reason and claim their money back. However, should a student request a service to be provided during the cooling-off period, we reserve the right to retain the cost of services provided up until the point of cancellation.

In special circumstances the directors may allow a full refund, on a case by case basis at their discretion.

### **Non Compliance**

All employees have a role to play in enforcing the policy and are required to deal with any observed or reported breaches. Should employees feel apprehensive about their own safety in regard to addressing any breach, they should seek senior management support.

Failure to comply with this policy may lead to a lack of clarity over job role, learning needs or expected standards of performance, resulting in reduced effectiveness or efficiency, underperformance and putting service delivery at risk.

Any member of staff refusing to observe the policy will be liable to disciplinary action in accordance with the Company's Disciplinary Policy up to and including dismissal.

### **Implementation of the Policy**

Overall responsibility for policy implementation and review rests with the Company senior management. However, all employees are required to adhere to and support the implementation of the policy. The Company will inform all existing employees about this policy and their role in the implementation of the policy. They will also give all new employees notice of the policy on induction to the Company.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.

This Policy was approved & authorised by:

Name:	Rauni Da Mota
Position:	Director Principal
Date of first implementation:	15/02/2019
Review Date:	17/08/2020
Version:	2
Signature:	_____

### **Monitoring Policy**

The policy will be monitored on an on-going basis, monitoring of the policy is essential to assess how effective the Company has been.

**Reviewing Policy**

This policy will be reviewed and, if necessary, revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

Policy review date: 16/08/2021

**Policy Amendments**

Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company senior management to see that all relevant employees receive notice. Written notice and/or training will be considered.

**Additional Information**

If you require any additional information or clarification regarding this policy, please contact your manager. In the unlikely event where you are unhappy with any decision made, you should use the Company's formal Grievance Procedure.

To the extent that the requirements of this policy reflect statutory provisions, they will alter automatically when and if those requirements are changed.