



**Design Centre Online Limited
Trading as Inkberrow Design Centre**

Refund Policy

Date of Publication	01 September 2016	
Date of Next Review	01 September 2017	
Brenda Killigrew - Director		Date

Policy Summary

You can claim a full refund if you withdraw within the first 3 weeks of your course. This must be applied for in writing to the Director, Brenda Killigrew, at the address below.

You are also entitled to a full refund where a course fails to run or is cancelled within 3 weeks of its commencement (if we are unable to offer any alternative course).

If your course is cancelled in circumstances that fall outside the above clauses and you are not offered any suitable alternative course of study by IDC, we will offer as refund a proportion of the fees equal to the proportion of the course which has not been taught in the original timescale.

Any refund will be subject to an administration fee of £20.00.

Accreditation fees are non-refundable.

We will give you a pro-rata refund for any sessions you have not attended if:

1. You are unable to participate in or attend your course due to your disability
2. The nature of your course has adverse implications for you due to your disability
3. You are unable to attend your course due to your role as a carer for someone who has a disability

Cancelled courses and cancelled sessions

We will only cancel a course as a last resort, for example if a tutor is unavailable, or if we are unable to recruit sufficient numbers needed for the course to run. If we do need to cancel your course and cannot offer a suitable alternative, we will refund you the hours of tuition outstanding.

If we need to cancel a single session of your course, we will make up the lost session in a re-scheduled session on a convenient date for all the group.

If we are unable to provide a catch-up session, or if you are unable to attend the catch-up session, we will provide you with a voucher to the value of the session lost.

Bereavement

We will issue you a refund of fees if you are unable to attend your course due to the bereavement of a close relative. If you have already attended some sessions, we will give you a pro-rata refund.

We reserve the right to change our tutors and cannot issue a refund due to a change of tutor. We guarantee a consistent quality of teaching for all our tutors.

If you have enrolled on a course and we agree that it is not educationally appropriate (e.g. the level of the course is too high or too low), we will try and transfer you to a more suitable course at any time.